

FRAMEWORK AGREEMENT FOR PRE-QUALIFIED SERVICE PROVIDERS FOR THE

**Appointment of Service Provider(s) into a Framework Agreement
for the Repairs, Maintenance and Technical Support for Standby
Generators and Control Panels at Various Sentech Transmitter
Sites, on an “As and When Required” basis for the Period of three
(3) years.**

SENT/005/2026-27

Made and entered into between

SENTECH SOC LIMITED

Registration Number: 1990/001791/30

(“Sentech”)

and

NAME OF SERVICE PROVIDER

Registration Number: _____

(“the Service Provider”)

(Jointly referred to as the “Parties”)

1 INTERPRETATION

1.1. The headings to the clauses of this Agreement are inserted for reference purposes only and shall in no way govern or affect the interpretation hereof.

1.2. Unless inconsistent with the context, the expressions set forth below shall bear the following meanings:

1.2.1. “Agreement” means the terms and condition contained in this agreement and any/all annexures hereto from time to time;

1.2.2. “Commencement Date” means _____

1.2.3. “**Data**” means any data, including personal information as defined in the Protection of Personal Information Act 4 of 2013, including personal information which is stored, encrypted, decrypted, collected, collated, accessed, recovered, retained or processed by the Service Provider on behalf of Sentech, irrespective of media or form;

1.2.4. “**Parties**” means Sentech and the Service Provider, and “party” shall mean either one of the parties or a combination of them as the context may indicate;

1.2.5. “**Service Provider**” means _____, a company, duly registered and incorporated in accordance with the laws of the Republic of South Africa with registration number _____;

1.2.6. “**Sentech**” means Sentech SOC Limited, a company with limited liability duly registered and incorporated in accordance with the laws of the Republic of South Africa, having its registered office at Octave Street, Radiokop, Roodepoort, with Registration Number _____;

1.2.7. “**Services**” means the duties and responsibilities more fully described in clause 5 of this Agreement and in Annexure “A” hereto;

1.2.8. “**Service Fees**” means the fees more fully described in clause 7 below;

1.2.9. “**Signature Date**” means the date of signature of this Agreement by the party signing last in time by a person duly authorized to do so;

1.2.10. “**VAT**” means Value Added Tax as levied in accordance with the Value Added Tax Act 89 of 1991, as amended.

2 INTRODUCTION

- 2.1 Sentech requires the Services from the Service Provider in respect of, inter alia, to _____ of Sentech, as more fully described in clause 5 below and in Annexure “A” hereto.
- 2.2 The Service Provider is willing to provide the Services to Sentech based on the terms and conditions contained herein.
- 2.3 The Parties require that the terms and conditions of their agreement be reduced to writing and signed by them before the same shall be or become binding upon them.

3 APPOINTMENT

- 3.1 Sentech hereby appoints the Service Provider on Framework Agreement with effect from the Commencement Date to provide the Services and the Service Provider hereby accepts such appointment.
- 3.2 Sentech does not guarantee any work allocation to the Service Provider appointed on Framework Agreement neither does this appointment commit Sentech to any quantum of work to the Service Provider.
- 3.3 The Service Provider shall perform those duties and render the Services more fully described in clause 5 below and in Annexure “A” hereto, in a proper, diligent and satisfactory manner and, at all times, having regard to the requirements and directions of Sentech.
- 3.4 The Service Provider shall devote its time and attention to the affairs of Sentech as necessary to enable it to comply with its contractual obligations hereunder.

4 TERM

- 4.1 The appointment of the Service Provider shall commence on the Commencement Date and shall endure for a period of **36 months**.
- 4.2 Notwithstanding the afore-going, Sentech shall be entitled to terminate the Agreement upon 30 (thirty) days' written notice to the Service Provider without any liability of any nature whatsoever to the Service Provider.

5 SERVICES

- 5.1 The duties of the Service Provider shall, inter alia, be to _____ as more fully described in Annexure “A” hereto, as and when required.
- 5.2 In performing the Services established for this Framework Agreement, the Service Provider undertakes to:
- 5.2.1 timeously respond to the “Call Off Requests” issued.
 - 5.2.2 attend site inspections when required to do so;
 - 5.2.3 timeously mobilize resources to perform work within a stipulated period;
 - 5.2.4 not collude with other service providers in responding to Sentech’s requirements;
 - 5.2.5 where possible, obtain local labour as shall be determined by the location of the site where the Services shall be rendered;
 - 5.2.6 at all times carry out its duties and obligations in terms of this Agreement in a competent and professional manner;
 - 5.2.7 at all times act with the utmost good faith towards Sentech and to promptly and punctually carry out and perform all its duties and obligations in accordance with the provisions of this Agreement;
 - 5.2.8 adhere to all Sentech’s rules and regulations whilst on the sites.
- 5.3 The Service rendered by the employees of the Service Provider must be rendered under competent supervision provided by the Service Provider. Ensuring compliance with the relevant OHS Act and regulations.
- 5.4 The Service Provider shall guarantee that the Service shall be rendered and executed in a professional manner in accordance with the job description as provided by Sentech.
- 5.5 The Service Provider shall guarantee that its personnel shall have the expertise to execute their functions properly.
- 5.6 It remains the responsibility of the service provider to inform Sentech of any changes to the technical personnel deployed to site. The personnel evaluated during the tender process are assumed to be the ones assigned to the work; therefore, the service provider must notify Sentech if different personnel are proposed. Any replacement personnel must be equally or more competent and qualified in accordance with the requirements set out in the tender.

5.7 The Service Provider is not entitled to cede any of its rights or delegate any of its obligations under this Agreement without Sentech's prior written consent.

5.8 The Service Provider shall not be entitled to appoint any sub-contractor/s without Sentech's prior written consent. Notwithstanding the appointment by the Service Provider of any sub-contractor/s, the Service Provider shall remain liable for the fulfillment of all its obligations in terms of this Agreement.

6 RIGHTS OF SENTECH

Sentech reserves the right to:

- 6.1 Go outside the Framework Agreement to source services that cannot be sufficiently fulfilled within this Contract.
- 6.2 Approach other service provider's if there are no responses from the service providers on the Framework Agreement.
- 6.3 Remove a service provider from the Framework Agreement if the service provider's performance is unsatisfactory or if the service provider does not respond to Sentech's "Call of Requests";
- 6.4 Refrain from using the under-performing service provider for a period not exceeding twenty (24) months;
- 6.5 List a defaulting service provider on the National Treasury Database of prohibited suppliers;
- 6.6 Regularly update the Framework Agreement through an open tender process;
- 6.7 Negotiate prices received, and
- 6.8 If required, rotate service providers to afford all service providers an opportunity to provide services to Sentech.
- 6.9 Service providers shall specify their preferred provinces based on their current operational capacity. These preferences will guide the distribution of Requests for Quotation (RFQs). However, Sentech reserves the right to invite and appoint service providers in provinces not initially selected, subject to demonstrated capacity, expansion of operational capability, or where limited market support exists within specific provinces.
- 6.10 Sentech reserves the right to request proof from any personnel deployed to site to verify that they are equally competent and qualified as stipulated in the tender requirements.

7 SENTECH'S DUTIES

7.1 Sentech shall make payment to the Service Provider in terms of clause 8 below.

8 SERVICE FEES AND PAYMENT

8.1 Prices shall be based on the pricing model described in Annexure A. When Sentech wishes to acquire any of the Goods listed in Annexure A hereto, Sentech shall request the Service Provider via the "Call of Procedure" as described in Annexure A, the quotation will be valid for a period of 30 days from the date of the quotation.

8.2 Payment shall be made to the Service Provider into the following Bank account:

Account name:

Bank :

Account number:

Branch code :

8.3 Nothing precludes Sentech from withholding payment on any invoice if Sentech, in its sole and absolute discretion, is of the reasonable opinion that the Service Provider has not satisfactorily performed in accordance with its obligations in terms of this Agreement.

9 INDEMNITY

9.1 The Service Provider indemnifies and holds Sentech harmless against all liability, damage, obligation, responsibility, cost and expenditure of any nature which may arise out of this Agreement and/ or the use of Sentech's facilities; as well as for any physical damage to the Service Provider's property. Sentech shall not be liable for any damage to the property of the Service Provider which may be caused by its employees, agents, contractors, subcontractors, vehicles and/or activities of Sentech, excluding damage as a result of wilful and/or negligent action. However, any such damage shall be reported to Sentech in writing within 48 (forty-eight) hours, of having knowledge of such damage.

- 9.2 The Service Provider shall indemnify Sentech and keep Sentech indemnified whilst it and/ or its employees are present on the Sentech's premises, or for the duration of this agreement with Sentech, whichever period is the longest, against all losses and claims for injuries or damage, of any nature and howsoever caused, to any person or property whatsoever, which may arise out of or in connection with the Services being performed by the Service Provider.
- 9.3 The service provider shall maintain valid and up-to-date insurance cover adequate to address all risks associated with the scope of work. Such insurance shall include, but not be limited to, public liability insurance, performance guarantees, and any other cover necessary to mitigate risks arising from the execution of the works.
- 9.4 Service providers shall utilise their own tools and equipment for all work carried out on site. Where a service provider requests to use Sentech tools or other resources, it shall remain the service provider's responsibility to ensure that such tools or resources comply with the requirements of this Framework Agreement, as well as all applicable standards and regulations.

10 CONFIDENTIALITY

- 10.1 The Service Provider shall keep confidential and not use directly or indirectly, at any time during or after termination of this Agreement disclose or divulge to any person (save and except insofar as may be required by law):
- 10.1.1 any written instructions, drawings, notes, memoranda, data, discs or records (the "documents") relating to Sentech's business and affairs which are made by the Service Provider or which come into its possession during the currency of this Agreement. Any such documents shall be deemed to be the property of Sentech and shall be surrendered to Sentech in the event of the termination of this Agreement by Sentech, and the Service Provider will not retain any copies thereof or extracts therefrom.

11 TERMINATION

- 11.1 Sentech may immediately, and within its sole discretion terminate this Agreement at any time, by providing written notice to the Service Provider if:

- 11.1.1 it is not satisfied with the quality of any of the Services;
- 11.1.2 the Service Provider becomes insolvent, or guilty of fraud or dishonesty, willful default, negligence or incompetence;
- 11.1.3 there is a change in Sentech's strategic direction,
- 11.1.4 circumstances exist justifying such termination at the sole and absolute discretion of Sentech including due to operational requirements.

12 DOMICILIUM CITANDI ET EXECUTANDI

- 12.1 The Parties hereto respectively choose *domicilium citandi et executandi* ("domicilium") for all purposes of and in connection with this Agreement as follows:

SENTECH

Octave Street,
Radiokop Ext. 3
Honeydew
Private Bag X06

Honeydew, 2040
Fax: 086 743 1794

Attention: Executive: Legal and Regulatory

AND

The Service Provider

Tel: _____

Fax: _____

Email: _____

12.2 Any notice given by either party to the other shall be deemed to be received by the addressee:

12.2.1 on the date on which the same was delivered to the addressee's *domicilium*, if delivered by hand (unless proven otherwise); or

12.2.1 on the date on which the same was despatched by facsimile transmission at the addressee's *domicilium* (unless proven otherwise).

12.2.2 Any party hereto may change a *domicilium* referred to above to any address within the Republic of South Africa by giving written notice to that effect to the other party hereto.

12.2.3 The Parties hereto shall be entitled to change their *domiciliumi* from time to time provided that any new *domicilium* selected by them shall be situated in the Republic of South Africa and any such change shall only be effective upon receipt of notice in writing by the other party.

13 DATA PRIVACY AND PROTECTION

13.1 The Service Provider acknowledges that in providing the Services to Sentech, the Service Provider may be exposed to Sentech's Data, including Data of any of Sentech's clients and/or other third parties.

13.2 The Parties specifically record that all Data provided by Sentech to the Service Provider, or to which the Service Provider may be exposed, shall constitute Confidential Information and as such, the Service Provider shall comply with all the provisions of clause 10 with regard to such Data.

13.3 The Service Provider hereby warrants in favour of Sentech that it shall at all times strictly comply with all applicable legislation and with all the provisions and requirements of the Sentech's Data protection policies and procedures, as may be updated from time to time, and any further requirements of which Sentech may, from time to time, advise the Service Provider in writing, or which may be required by legislation, regulation or any relevant industry body, whether within the Republic of South Africa or elsewhere in the world.

13.4 The Service Provider hereby warrants and undertakes that it shall not, at any time copy, compile, collect, collate, process, mine, store, transfer, alter, delete, interfere with or in any other manner use Data for any purpose other than with the express prior written consent of Sentech, and to the extent necessary to provide the Services to Sentech. All data and software, including Sentech Data, provided by Sentech or accessed (or accessible) by Service Provider Staff members shall be used by such Staff members only in connection with the provision of the Services and shall not be commercially exploited by the Service Provider in any manner whatsoever.

13.5 The Service Provider further warrants that it shall ensure that all its systems and operations which it uses to provide the Services, including all systems on which Data is copied, compiled, collected, collated, processed, mined, stored, transmitted, altered or deleted or otherwise used as part of providing the Services, shall at all times be of a minimum standard required by law and further be of a standard no less than the standards which are in compliance with the international best practice for the protection, control and use of Data.

13.6 The Service Provider indemnifies and holds Sentech harmless for any loss, whether direct or indirect, arising out of a failure to process any Sentech Data in accordance with the applicable laws.

14 WHOLE AGREEMENT

14.1 This Agreement constitutes the whole Agreement between the Parties as to the subject matter of this Agreement and no agreements; representations or warranties between the Parties other than those set out herein will be binding on the Parties.

15 VARIATION

15.1 This agreement, including this clause, cannot be varied, added to, or cancelled by agreement otherwise than by means of a further written and signed agreement between the parties.

16 RELAXATION

16.1 No latitude, extension of time or other indulgence which may be given or allowed by either Party to the other in respect of the performance of any obligation hereunder or the enforcement of any right arising from this Agreement and no single or partial exercise of any right by either Party shall under any circumstances be construed to be an implied consent by such Party or operate as a waiver of, or otherwise affect any of that Party's rights arising from this Agreement.

17 BREACH

- 17.1 Should any Party (“the defaulting Party”) commit a breach of any of the provisions of this Agreement, then the other Party (“the aggrieved Party”) shall be obliged to give the defaulting Party 14 (fourteen) days’ written notice or such longer period as may reasonably be required in the circumstances, to remedy the breach. If the defaulting Party fails to comply with such notice, the aggrieved Party shall be entitled to cancel this Agreement against the defaulting Party or to claim immediate payment and/or specific performance by the defaulting Party of all the defaulting Party’s obligations whether or not the due date for payment and/or performance shall have arrived, in either event without prejudice to the aggrieved Party’s rights to claim damages. The foregoing is without prejudice to such other rights as the aggrieved Party may have at law; provided always that, notwithstanding anything to the contrary contained in this Agreement, the aggrieved Party shall not be entitled to cancel this Agreement for any breach by the defaulting Party unless such breach is a material breach going to the root of this Agreement and is incapable of being remedied by payment in money, or if it is capable of being remedied by payment in money, the defaulting Party fails to pay the amount concerned within 14 (fourteen) days after such amount has been finally determined.

EXECUTION:

THUS DONE AND SIGNED AT _____ ON THIS THE ____ DAY OF
_____ 2026 IN THE PRESENCE OF THE UNDERSIGNED WITNESSES.

DULY AUTHORISED FOR AND

ON BEHALF OF SENTECH SOC LIMITED

NAME: **ZUNAID ADAMS**

DESIGNATION: EXECUTIVE: LEGAL AND REGULATORY

WITNESSES

1. _____
2. _____

THUS DONE AND SIGNED AT _____ ON THIS THE ____ DAY OF
_____ 2026 IN THE PRESENCE OF THE UNDERSIGNED WITNESSES.

DULY AUTHORISED FOR AND

ON BEHALF OF _____

NAME: _____

DESIGNATION: _____

WITNESSES

1. _____
2. _____

ANNEXURE A

SCOPE OF WORK

I. Background

Sentech is a state-owned company and is the largest broadcasting signal distributor in South Africa. Sentech is a licensed Electronic Communications Network Service provider in South Africa. It currently operates many telecommunication networks for Satellite, Television, Radio, Broadband services and more. As such, Sentech is a global enabler of broadcasting and digital content delivery.

Provision of back-up power at Sentech Transmitter sites is critical in achieving the SLAs Sentech has with customers. It is evident that incoming mains disruption and standby generator failures are the main and common contributors to Sentech not meeting the SLA and ultimately paying penalties. One of Sentech KPI's is ensuring that the weighted average of 99.8% service availability is met. To achieve this KPI, the Operations Division needs to ensure that mitigation measures are put in place in the case of catastrophic failures where standby generator and incoming mains fail resulting in a site completely off and all services being affected. Such measures include appointment of service providers that can assist with the repairs, maintenance and support of the current generator sets within reasonable and stipulated turnaround time. This catastrophic failure can happen at any site, any Operation centre and on any given day (including weekends and holidays) at any given time for unknown periods depending on the cause of failure. While Sentech intends to appoint service providers under Framework Agreements, it is imperative to state that Sentech promises no quantum of work to any successful bidder.

II. Description of the services

Appointment of Service Provider(s) into a Framework Agreement for the Repairs, Maintenance and Technical Support for Standby Generators and Control Panels at Various Sentech Transmitter Sites, on an "As and When Required" basis for the Period of three (3) years

Maintenance:

- The service provider (s), under this Scope of Work (SOW), will be responsible for labour and tools required to carry out all repairs, support maintenance as outlined in this SOW.
- The service provider(s) will be required to evaluate the equipment and provide Operations manager with a maintenance schedule.
- Service provider(s) must submit to the responsible operations manager for review, work sheet/checklist that will be used for performing maintenance service.
- Service provider(s) shall provide all supervision, labour, tools, and equipment to perform maintenance for the listed generators.
- All personnel working in the vicinity shall wear and /or use safety protection while all work is performed. Any questions or injuries shall be brought to the attention of the Occupation Health and Safety representative/Electrician (OHS rep)/Sentech Rep.
- Material Safety Data Sheets (MSDS) shall be provided by the service provider(s) for all HAZMAT materials.
- Maintenance for Standby generator sets to be performed by a certified technician or diesel mechanic.
- Line Manager must immediately be made aware of any condition discovered that could result in equipment failure.
- Test and inspection report shall be submitted to the line Manager within three days of completing work.
- If any discrepancies are found with the standby generator system that are not covered under this scope of work, then the service provider(s) must provide the following:
 - i. Detailed report noting the discrepancy found.
 - ii. Bill of Materials (BOM) to include component name, quantity, part #, and price for any repair material required and material lead time.
 - iii. Price quote for repair labour.
- The service provider (s) shall:
 - i. Provide maintenance and repair services as and when required by Sentech
 - ii. Provide only qualified, experienced or manufacturer certified repair technicians for the maintenance and repair services provided under this contract.

Repairs:

- i. Provide repair services as required to ensure each generator meets the manufacturer's recommended performance standards.
- ii. Provide designated manager with the total estimated cost of the maintenance and repair service including:
 - a) The number of hours required to complete the service; and
 - b) The replacement parts and/or materials required to complete the service.
- iii. Notify designated Operations centre manager immediately in the event a generator cannot be repaired the same day/visit.
- iv. Ensure that all replacement parts provided under this agreement are new and from the same manufacturer as the original part(s) or an equivalent that meets or exceeds OEM (Original Equipment Manufacturer) standards. All replacement parts should comply with the competition compensation ruling relating to South African automotive aftermarket guideline.
- v. Service provider shall not provide any equivalent part(s) where its use will void any warranty of the equipment being serviced.
- vi. Any equivalent parts provided shall be approved by designated operation centre manager.
- vii. All replacement parts shall have a minimum of a one (1) year warranty.
- viii. Ensure service provider's personnel leave all serviced equipment and the service area safe, clean and ready for use.
- ix. Upon completion of the service, both designated operation centre personnel and the service provider (s) shall legibly sign off the work completed
- x. Warranty all repairs for 30 days. Warranty repairs shall be coordinated with designated Operation centre personnel within two (2) working/business days of the service provider (s) receiving notification of a warranty claim. In the event a warranty claim threatens the malfunction or shutdown of a generator, the service provider(s) shall immediately respond to the request for warranty service.
- xi. Service provider(s) shall be responsible to correct any issues related to the repair at their own expense.

III. List of generators and control panels

Province	Town	Municipality	Generator name	Alternator name	Controller name
Eastern Cape	East London	Buffalo City Metropolitan Municipality	500KVA	LEROY	CIRCON
			Perkins		
	King William's Town	Buffalo City Metropolitan municipality	125KVA	MARELLI	DEEP SEA CONTROLLER
			Cummins		
	Butterworth	Mquma local Municipality	175KVA	MARELLI	DEEP SEA CONTROLLER
			Volvo		
	Cala	Sakhisizwe Local Municipality	170KVA	MARELLI	DEEP SEA CONTROLLER
			Cummins		
	Umthata	King Sabatha Dalindyebo Local Municipality	200KVA	MARELLI	DEEP SEA CONTROLLER
			Cummins		
	Port St Johns	Port St Johns Local Municipality	70KVA	MARELLI	DEEP SEA CONTROLLER
			Perkins		
	Entshatshongo	Mbhashe	115KVA	MARELLI	DEEP SEA CONTROLLER
			Cummins		
	Matatiele	Matatiele	110KVA	MARELLI	DEEP SEA CONTROLLER
			Cummins		
	Holy Cross	Ngquza Hill	220KVA	MARELLI	DEEP SEA CONTROLLER
			Cummins		
	Mount Ayliff	Umzimvubu	170KVA	MARELLI	DEEP SEA CONTROLLER
			Cummins		
	Ngqeleni	Nyandeni	220KVA	STANFORD	DEEP SEA CONTROLLER
			Cummins		
	Graaff Reinet	Dr Bayers Naude	130 KVA	Marelli	DEEP SEA CONTROLLER
			Cummins		
	Cradock	Inxuba Yethemba	150 KVA	Marelli	DEEP SEA CONTROLLER
			Cummins		
	Queenstown	Enoch Mgijimi	250KVA	Marelli	DEEP SEA CONTROLLER
			ADE		
	Ugie	Elundini	40 KVA	Marelli	DEEP SEA CONTROLLER
			Cummins		
	Noupoort	Umsobomvu	100 KVA	Marelli	DEEP SEA CONTROLLER
			Cummins		
	Aliwal North	Maletswai	250 KVA	Marelli	DEEP SEA CONTROLLER
			Cummins		
	Elands Heights	Senqu	170 KVA	Marelli	DEEP SEA CONTROLLER
			Cummins		

Province	Town	Municipality	Generator name	Alternator name	Controller name
	Middelburg OC	Inxuba Yethemba	32kW Deutz	Marelli	DEEP SEA CONTROLLER
	Kareedow	Koukamma	50KVA Cummins	Marelli	DEEP SEA CONTROLLER
	Greenbushes	Nelson Mandela Bay	350KVA Scania	Leroy Somer	DEEP SEA CONTROLLER
	Grahamstown	Makanda	400KVA Volvo	Leroy Somer	DEEP SEA CONTROLLER
	Suurberg	Blue Crane Route	125KVA Deutz	A Van Kaick	DEEP SEA CONTROLLER
	Bedford	Nxuba	110KVA Cummins	Stamford	DEEP SEA CONTROLLER
	Willowmore	Sarah Batman District Municipality	35kVA ADE	Leroy Somer	CIRCON
	Beaufort West	Beaufort West	175kVA Cummins	Stamford	DEEP SEA CONTROLLER
	PE OC	Nelson Mandela Bay	45KVA John Deere	Leroy Somer	DEEP SEA CONTROLLER
	De Aar	Emthanjeni	200kVA Cummins	Marelli	DEEP SEA CONTROLLER
Northern Cape	Upington OC		60 kVA Cummins	Stamford	DEEP SEA CONTROLLER
	Prieska	Siyathemba	75 kVA Cummins	Marelli	DEEP SEA CONTROLLER
	Aggeneys	Khai-Ma	90 kVA Cummins	Stamford	DEEP SEA CONTROLLER
	Upington	Kheis	175 kVA Cummins	Stamford	DEEP SEA CONTROLLER
	Douglas	Siyancuma	90 kVA Cummins	Stamford	DEEP SEA CONTROLLER
	Kuruman Hills	Ga-Segonyana	235 kVA Cummins	Marelli	DEEP SEA CONTROLLER
	Calvinia	Hantam Local Municipality	75kVA Cummins	Stamford	DEEP SEA CONTROLLER
	Garies	Kamiesberg Municipality	160kVA Cummins	Stamford	DEEP SEA CONTROLLER
	Carnavon	Kareeberg local Municipality	60kVA Cummins	Stamford	DEEP SEA CONTROLLER
	Springbok	Namakwa District Municipality	100kVA Cummins	Stamford	DEEP SEA CONTROLLER
WESTERN CAPE	CoCT	300/152Kva			

Province	Town	Municipality	Generator name	Alternator name	Controller name
	Vanrhynsdorp	Vanrhynsdorp	180kVA Cummins	Stamford	DEEP SEA CONTROLLER
	OC	CoCT	135kVA Perkins	Marelli	DEEP SEA CONTROLLER
	Constantiaberg 1	CoCT	300kVA Scania	Leroy Somer	DEEP SEA CONTROLLER
	Constantiaberg 2	CoCT	152kV ADE	Siemens	DEEP SEA CONTROLLER
	Table Mountain	CoCT	23kVA Perkins	Leroy Sommer	CIRCON
	Paarl	Drakenstein	120kVA Kirloskar	Marelli	DEEP SEA CONTROLLER
	Simonstown	CoCT	35kVA Kirloskar	Marelli	CIRCON
	Franschoek	Stellenbosch	30kVA ADE	Leroy Somer	CIRCON
	Hout bay	CoCT	60kVA Kirloskar	Marelli	DEEP SEA CONTROLLER
	Tygerberg	CoCT	250kVA Scania	Leroy Somer	DEEP SEA CONTROLLER
	Villiersdorp	Theewaterskloof	300kVA Scania	Leroy Somer	DEEP SEA CONTROLLER
	Hermanus	Overstrand	80kVA Lovol	Leroy Somer	DEEP SEA CONTROLLER
	Napier	Overberg	60kVA Cummins	Marelli	DEEP SEA CONTROLLER
	Piketberg	Bergvliet	225kVA Cummins	Marelli	DEEP SEA CONTROLLER
	Matjiesfontein	Central Karoo Municipality	75kVA Cummins	Marelli	DEEP SEA CONTROLLER
	Ceres	Witzenberg Municipality	140kVA Kirloskar	Marelli	DEEP SEA CONTROLLER
	Klipheuwel	CoCT	Volvo	Leroy Somer	CIRCON
	Riversdale	Hessequa	175kVA Cummins	Stamford	DEEP SEA CONTROLLER
	George	George	150kVA Cummins	Marelli	DEEP SEA CONTROLLER
	OC	George	35kVA Cummins		DEEP SEA CONTROLLER
	Knysna	Knysna	50kVA Cummins	Marelli	DEEP SEA CONTROLLER

Province	Town	Municipality	Generator name	Alternator name	Controller name
	Oudtshoorn	Oudtshoorn	175kVA	Stamford	DEEP SEA CONTROLLER
			Cummins		
	Uniondale	George	30kVA	Marelli	DEEP SEA CONTROLLER
			Cummins		
	Ladismith	Kannaland	65kVA	Marelli	DEEP SEA CONTROLLER
			Cummins		
North West	Zeerust	Ramotshere Moiloa local Municipality	350 kVA	Marelli	DEEP SEA CONTROLLER
			Volvo		
	Schweizer Reneke	Mamusa Local Municipality	300 kVA	Marelli	DEEP SEA CONTROLLER
			Cummins		
	Christiana	Lekwa Teemane	132 kVA	Marelli	DEEP SEA CONTROLLER
			Cummins		
	Enzelsburg	Ramotshere Moiloa	30 kVA	Leroy Somer	CIRCON
			Perkins		
	Madibogo	Ratlou Local Municipality	60 kVA	Leroy Somer	DEEP SEA CONTROLLER
			Deutz		
	Taung	Greater Taung local Municipality	60 kVA	Marelli	DEEP SEA CONTROLLER
			Cummins		
KwaZulu Natal	Durban North	Ethekwini	200KVA	Marelli Motori	DEEP SEA CONTROLLER
			Perkins		
	Port Shepstone	Ray Nkonyeni	650 KVA	Marelli Generators	DEEP SEA CONTROLLER
			Perkins		
	Pietermaritzburg	Msunduzi	100KVA	Marelli Generators	DEEP SEA CONTROLLER
			Kirloskar		
	Eshowe	Umlalazi	400KVA	Marelli Motori	DEEP SEA CONTROLLER
			Scania		
	The Bluff	Ethekwini	110KVA	Marelli Generators	LEVATO
			Kirloskar		
	Greytown	Umvoti	100KVA	Marelli Generators	DEEP SEA CONTROLLER
			Cummins		
	Moorriver	Mpofana	125KVA	Marelli Generators	DEEP SEA CONTROLLER
			Cummins		
	Overport	Ethekwini	110KVA	Marelli Generators	LEVATO
			Kirloskar		
	Alverstone	Ethekwini	650KVA	Leroy Somer	

Province	Town	Municipality	Generator name	Alternator name	Controller name
			Perkins		DEEP SEA CONTROLLER
	Donnybrook	Dr Nkosazana-Zuma	450KVA Scania	Marelli Generators	DEEP SEA CONTROLLER
	Straalhoek	Umzimkhulu	75KVA Cummins	Marelli Generators	DEEP SEA CONTROLLER
	Glencoe 1 st	Umzinyathi	450kVA Scania	Leroy Somers	DEEP SEA CONTROLLER
	Glencoe 2 nd	Umzinyathi	450kVA Scania	Leroy Somers	DEEP SEA CONTROLLER
	Newcastle	Amajuba	35kVA Cummins	MARELLI	DEEP SEA CONTROLLER
	Ladysmith	Alfred Duma	35kVA Cummins	MARELLI	DEEP SEA CONTROLLER
	Vryheid Hill	Abaqulusi	120kVA Cummins	MARELLI	DEEP SEA CONTROLLER
	Nongoma	Nongoma	125kVA Cummins	MARELLI	DEEP SEA CONTROLLER
	Ubombo	Jozini	350kVA Cummins	MARELLI	DEEP SEA CONTROLLER
	Louwsburg	Abaqulusi	50kVA Perkins	Leroy Somers	DEEP SEA CONTROLLER
	Nquthu	Nquthu	75kVA Cummins	MARELLI	DEEP SEA CONTROLLER
	Ulundi	Mthonjaneni	200kVA John Deere	Marelli	DEEP SEA CONTROLLER
	Qudeni	Nkandla	150kVA Cummins	MARELLI	DEEP SEA CONTROLLER
	Vryheid OC	Abaqulusi	45kVA Perkins	Leroy Somers	DEEP SEA CONTROLLER
	Pongola	Uphongolo	5kVA Inverter	N/A	N/A
	Loskop	Okhahlamba	3kVA Inverter	N/A	N/A
Gauteng	STP	City of Johannesburg	Volvo	Mecc alte	CIRCON & DEEP SEA CONTROLLER
			Volvo		
			Cummins	Marelli	DEEP SEA CONTROLLER
	NASREC	City of Johannesburg	Volvo	Leroy	DEEP SEA CONTROLLER
			Volvo	STANFORD	DEEP SEA CONTROLLER

Province	Town	Municipality	Generator name	Alternator name	Controller name
	Wolverdend	Merafong	Volvo 500KVA	LEROY	CIRCON
	Brixton	City of Johannesburg	MTU 630kVA	MARELLI	DEEP SEA CONTROLLER
	Brixton	City of Johannesburg	MTU 630kVA	MARELLI	DEEP SEA CONTROLLER
	Kameeldrift	City of Tswane	MTU 500Kva	MARELLI	DEEP SEA CONTROLLER
	Kameeldrift	City of Tswane	MTU 630kVA	STANFORD	DEEP SEA CONTROLLER
	Menlo Park	City of Tswane	Kirloskar 35KVA	MARELLI	CIRCON
	Helderkrui	City of Johannesburg	Kirloskar 160KVA	MARELLI	CIRCON
	Rustenburg	Bojanala	Perkins 130KVA	LEROY	DEEP SEA CONTROLLER
	Pankop	Nkangala	40KVA		DEEP SEA CONTROLLER
	PTA North	City of Tswane	Kirloskar 35 KVA	MARELLI	DEEP SEA CONTROLLER
	Heidelberg	Lisedi	ADE 30KVA	LEROY	CIRCON
	Bez valley	City of Johannesburg	John Deere 24KVA	ECO	CIRCON
	Mondeor	City of Johannesburg	John Deere 24KVA	ECO	CIRCON
	Bloemendaal	Midvaal	Mitsubishi 420 kVA	STANFORD	DEEP SEA CONTROLLER
	Welgedacht	Ekurhuleni	John Deere 250 kVA		CIRCON
	Klerksdorp	Matlosana	Scania 400 kVA		DEEP SEA CONTROLLER
Limpopo	Potgietersrus	Mokgalakwena	500KVA 500kVA Scania	MARELLI	DEEP SEA CONTROLLER
	Tzaneen	Mopani	350KVA Volvo	MARELLI	DEEP SEA CONTROLLER
	Thabazimbi	Waterberg	350KVA Scania	MARELLI	DEEP SEA CONTROLLER
	Louis Trichardt	Makhado	200KVA Mercedes	MARELLI	DEEP SEA CONTROLLER
	Hoedspruit	Mopani	200KVA	MARELLI	

Province	Town	Municipality	Generator name	Alternator name	Controller name
			Cummins		DEEP SEA CONTROLLER
	Sibasa	Thulamela	150KVA	MARELLI	DEEP SEA CONTROLLER
			Cummins		
	Gaba	Thulamela	100KVA	MARELLI	DEEP SEA CONTROLLER
			Cummins		
	Tolwe	Waterberg	100KVA	LEROY SOMER	DEEP SEA CONTROLLER
			Lovol		
	Gamabula	Waterberg	100KVA	LEROY SOMER	DEEP SEA CONTROLLER
			Lovol		
	Tshamavhudzi	Musina	100KVA	MARELLI	DEEP SEA CONTROLLER
			Cummins		
	Malamba	Makhado	35KVA	MARELLI	DEEP SEA CONTROLLER
			Cummins		
	Dzamba	Musina	35KVA	MARELLI	DEEP SEA CONTROLLER
			Cummins		
	Punda Maria	Colins Chabane	50KVA	LEROY SOMER	
			Hertz		
Mpumalanga	Haenertsburg	Capricorn	50KVA	LEROY SOMER	
			Perkins		
	Blouberg	Blouberg	25KVA	LEROY SOMER	
			Hartz		
	Nylstroom	Waterberg	75KVA	MARELLI	
			Cummins		
	Mulima	Makhado	25KVA	LEROY SOMER	
			Hartz		
	Ermelo OC	Ermelo	40kVA		DEEP SEA CONTROLLER
	Piet Retief	Mkondo	200kVA	Marelli	DEEP SEA CONTROLLER
			Cummins		
	Carolina	Albert Luthuli	100kVA	Marelli	DEEP SEA CONTROLLER
			Cummins		
	Dullstroom	Machadadorg	110kVA	Marelli	DEEP SEA CONTROLLER
			Cummins		
	Davel	Msokwaligwa	350kVA	Marelli	DEEP SEA CONTROLLER
			Cummins		
	Volksrust	Pixlely Ka Seme	110kVA	Marelli	DEEP SEA CONTROLLER
			Cummins		
	Nelspruit	Mbombela	Volvo	Marelli	DEEP SEA CONTROLLER
			500kVA x 2		
	Middelburg	Steve Tswete	350kVA	Marelli	DEEP SEA CONTROLLER
			Volvo		

Province	Town	Municipality	Generator name	Alternator name	Controller name
Free State	Theunissen	Masilonyana	350KVA Scania	Marelli	DEEP SEA CONTROLLER
	Boesmanskop	Mohokare	175kVA Cummins	Stamford	DEEP SEA CONTROLLER
	Ladybrand	Mantsopa	80kVA Cummins	Marelli	DEEP SEA CONTROLLER
	Springfontein	Kopanong	130kVA Cummins	Marelli	DEEP SEA CONTROLLER
	Bloemfontein	Mangaung	500kVA Scania	Marelli	CIRCON
	Kimberly	Sol Plaatjie	350kVA Scania	Marelli	DEEP SEA CONTROLLER
	Bethlehem	Dihlabeng	350kVA Volvo	Leroy Somer	DEEP SEA CONTROLLER
	Kroonstad	Moghaka	350kVA Volvo	Leroy Somer	DEEP SEA CONTROLLER
	Petrus Steyn	Nketoana	75kVA Cummins	Marelli	DEEP SEA CONTROLLER
	Senekal	Setsoto	200kVA Scania	Leroy Somer	DEEP SEA CONTROLLER

IV. Structure of the Framework Agreement

Appointment into a panel: Service provider/s Specialising in Repairs, Support & Maintenance of Standby Generators and Control Panels at various Sentech Transmitter Sites on an “as and when” required basis for the period of three (3) years.

The bid evaluation process will be divided into two stages:

Stage 1: Request for proposal (RFP) stage - bidders will be evaluated on both the Mandatory and Functional criteria. Bidders who are successful at this stage will proceed to the next stage, Price Negotiation.

Stage 2: Price negotiation of all fixed costs such as man-hours and kilometre rate, where Sentech and bidders who were successful on stage 1 will negotiate for possible fixed costs.

V. Requirements and Turnaround times

Sentech requirements from the service provider:

- Service provider shall use their private transport to travel to and from Sentech site.
- The service provider shall indicate reasonable arrival time on site for any work

- iii. The service provider shall be able to render the required services even after working hours, on weekends and on public holidays.
- iv. Service provider shall use their own tools for any work carried out on site
- v. Service provider shall allocate knowledgeable and qualified resource for the repairs, maintenance and support the standby generator.
- vi. Service provider shall deliver the required resources within the stipulated Service Level Agreement (SLA). The following considerations shall be considered:
 - a. Normal working hours – An average of 4 to 8 hours from the time service provider receive a request from Sentech to the time the required resources are despatched to Sentech site, weather permitting.
 - b. Weekends and public holidays - An average of 4 to 8 hours from the time service provider receive a request from Sentech to the time the required resources are despatched to Sentech site, weather permitting.
 - c. After hours - An average of 4 to 8 hours from the time service provider receive a request from Sentech to the time the required resources are despatched to Sentech site, weather permitting or as mutually agreed by all relevant parties.
- vii. The service provider shall take an average of 2 to 3 hours for the investigation of the standby generator on arrival on site.
- viii. The service provider shall take an average of 4 to 8 hours to travel from their station to a Sentech site weather permitting. Distances, road conditions to Sentech sites differs these conditions shall also be taken into account and an exception be made where necessary.
- ix. Service provider shall submit all necessary documentation such as invoice, fault report, maintenance report and a statement for services rendered.
- x. Service provider shall have provide at least 30 days warranty for work completed
- xi. Service provider shall provide Sentech with a Certificate of Compliance (CoC) when requested.

VI. Issuing of Task Orders / Call Off Procedures

- a. Sentech shall request a service from the service provider issued via phone call, email or message (SMS). All verbal requests shall be immediately/when it is practically possible be followed by written communication via email.
- b. Sentech shall provide fault report for any repairs and maintenance schedule for any maintenance work to be carried out
- c. The service provider is to provide all required materials when requested to do so and it needs to be approved by the relevant Manager. Should Sentech prefer to utilize their own material/spares the service provider should then accept the recommendation.

- d. Request service provider to commence with the required task after the work order issued by the Manager.
- e. Request service provider to provide a certificate of compliance (CoC) for the work done on the standby generator and/or control panel where applicable.
- f. Service provider shall leave the area where the standby generator was installed clean.

VII. Pricing Model

The rates and price entered for each item includes for all work and other things such as maintenance costs and all other necessary costs to render the required service. Sentech will embark on price negotiations with bidders who make it to stage 2, with the intention of negotiating for fixed costs for items such as man-hours and kilometre rate as shown below:

Maintenance, Repairs and support:

The rates and price entered for each item includes for all work and other things such as maintenance costs, and all other necessary costs to supply the item

Rate and prices applicable to the first year of the contract.

Category	Item / Description	Unit	Rate (ZAR) – Normal hours	Rate (ZAR) – After hours	Notes / Conditions
Labour	Diesel Mechanic	R/hr			
	Electrician (Installation / Master)	R/hr			
	Programmer / Controls Specialist	R/hr			
	Call-out fee (0 – 50km radius)	R			Includes mobilisation, travel, and basic diagnostics
	Call-out fee (51 – 200km radius)	R			Includes mobilisation, travel, and basic diagnostics
	Call-out fee (> 200 km radius)	R			Includes mobilisation, travel, and basic diagnostics
<i>Travel and Transport</i>	Travel distance reimbursement	R/km		N/A	Aligned to AA / National Treasury Guideline
<i>Parts and Materials</i>	All replacement parts (OEM or equivalent)	Cost + % Mark-up		N/A	Mark-up capped (e.g. 10–15%)

Table 2: Pricing model (Year 1)

Rate and prices applicable to the second year of the contract.

Category	Item / Description	Unit	Rate (ZAR) – Normal hours	Rate (ZAR) – After hours	Notes / Conditions
Labour	Diesel Mechanic	R/hr			
	Electrician (Installation / Master)	R/hr			
	Programmer / Controls Specialist	R/hr			
	Call-out fee (0 – 50km radius)	R			Includes mobilisation, travel, and basic diagnostics
	Call-out fee (51 – 200km radius)	R			Includes mobilisation, travel, and basic diagnostics
	Call-out fee (> 200 km radius)	R			Includes mobilisation, travel, and basic diagnostics
<i>Travel and Transport</i>	Travel distance reimbursement	R/km		N/A	Aligned to AA / National Treasury Guideline
<i>Parts and Materials</i>	All replacement parts (OEM or equivalent)	Cost + % Mark-up		N/A	Mark-up capped (e.g. 10–15%)

Table 3: Pricing model (Year 2)

Rate and prices applicable to the third year of the contract.

Category	Item / Description	Unit	Rate (ZAR) – Normal hours	Rate (ZAR) – After hours	Notes / Conditions
Labour	Diesel Mechanic	R/hr			
	Electrician (Installation / Master)	R/hr			
	Programmer / Controls Specialist	R/hr			
	Call-out fee (0 – 50km radius)	R			Includes mobilisation, travel, and basic diagnostics
	Call-out fee (51 – 200km radius)	R			Includes mobilisation, travel, and basic diagnostics
	Call-out fee (> 200 km radius)	R			Includes mobilisation, travel, and basic diagnostics
<i>Travel and Transport</i>	Travel distance reimbursement	R/km		N/A	Aligned to AA / National Treasury Guideline
<i>Parts and Materials</i>	All replacement parts (OEM or equivalent)	Cost + % Mark-up		N/A	Mark-up capped (e.g. 10–15%)

Table 4: Pricing model (Year 3)

VIII. Invoices and Invoicing Procedure

- i. Prices shall be based on the pricing model described in Table 2, 3 and 4 or as otherwise specified in the RFQ.
- ii. The quotation will be valid for a period of 90 days from the date of the quotation.
- iii. All invoices shall be submitted to the requesting Manager by the service provider for approval within three days for processing.
- iv. Any variation used shall be discussed with requesting Manager for approval prior to adjustments
- v. All rates must be **fully inclusive** of overheads, tools, PPE, and administration.
- vi. No additional costs outside this schedule will be accepted without prior written approval.
- vii. Parts pricing must be **supported by supplier invoices**.

- viii. Travel and accommodation must be **pre-approved where applicable**. Accommodation shall not exceed a three (3) star rating and must be pre-approved by the relevant Sentech manager.
- ix. Travel claims shall be limited to the selected province, unless otherwise approved by the relevant OC Manager. Where the distance exceeds 150 km, the Service Provider must notify the OC Manager prior to dispatching the team. Should such rates not be submitted and approved in advance, Sentech reserves the right to apply the approved rates for the province in which the Service Provider is appointed.
- x. The distance claimed by the service provider must align with the distance indicated in the work order, unless otherwise agreed with the OC manager.
- xi. In cases where the Service Provider includes hourly rates for technical personnel during travel to site, such charges shall not exceed 50% of the approved hourly rates for the respective personnel.
- xii. The call-out fee shall be charged once per site visit, irrespective of the number of personnel deployed. The applicable call-out fee must be communicated to and approved by the relevant Sentech Manager prior to being charged. No additional charges shall be levied during the call-out beyond the approved call-out fee.
- xiii. Where a Service Provider is dispatched to site under a call-out, the call-out fee shall include all costs associated with travel to and from site, as well as the first hour of work. Where the duration on site exceeds one (1) hour, the Service Provider may charge approved hourly rates for the technical personnel deployed, excluding any additional travel costs, as these are deemed to be covered by the call-out fee. The Service Provider shall ensure that suitably qualified and experienced personnel are dispatched to accurately diagnose the issue on site. A diagnostic report shall be submitted to the relevant Sentech Manager upon completion of the call-out.
- xiv. Where the Service Provider is requested to render services outside of the province(s) for which they are appointed, they shall, prior to dispatching any resources to site, submit the applicable rates for approval. Should such rates not be submitted and approved in advance, Sentech reserves the right to apply the approved rates for the province in which the Service Provider is appointed.
- xv. The Service Provider may be required to substantiate the travel distance claimed. Travel charges shall be limited to distances within the province(s) for which the Service Provider is appointed. Where services are rendered within the appointed province (e.g., Gauteng), the Service Provider shall not claim travel costs for resources originating from outside that province, unless prior written approval has been obtained from the relevant Sentech Manager.

- xvi. Normal working hours are defined as the period between 08h00 and 16h30, Monday to Friday. Any time outside these hours shall be regarded as after-hours or weekend work, as applicable.

IX. Limitations on the use of this Framework agreement

Shall the appointed service provider(s) fail to deliver on Sentech request within specified framework agreement, Sentech reserves a right to go on an open market for the services required under this Framework agreement.

DRAFT

ANNEXURE B: WORK ORDER FORM



Private Bag X06
 Honeydew
 2040
 Enquiries
 Tel:
 Email:
 Date:

Name of Service Provider

Email:

Dear Sir / Madam

ALLOCATION OF WORK: REPAIRS, SUPPORT AND MAINTENANCE OF STANDBY GENERATORS AND CONTROL PANELS AT _____ SITE.

Sentech hereby requests the provision of **repairs / technical support / maintenance services** for **standby generators / control panels / both** at the specified site. *(The requesting department shall indicate the applicable service(s) and equipment by selecting the relevant options and striking out those not applicable.)*

The detailed scope and requirements are provided in the table below.

Kindly indicate your acceptance or decline of this work order and return it to the sender for processing.

SCOPE OF WORK	
Name of Site	
GPS coordinates	
Brief scope	
Site Contact Person (Sentech Representative)	
SERVICE PROVIDERS (To complete)	
Expected Service Date and Time	

SCOPE OF WORK		
Resource Dispatched to Site	Diesel Mechanic	Yes/No
	Electrician	Yes/No
	Programmer	Yes/No
	Other (Please specify)	
Service Provider Representative (On-site Contact Person)		
Estimated travel distance to the site (km)		
Acceptance of Work Order		Yes / No

Signatures:

 (Enter Name and Surname)
 Position: OC Manager

 (Enter Name and Surname)
 Service Provider

ANNEXURE C: WORK ORDER FORM – CALL OUT



Private Bag X06
 Honeydew
 2040
 Enquiries
 Tel:
 Email:
 Date:

Name of Service Provider

Email:

Dear Sir / Madam

CALL - OUT AT _____ SITE.

Sentech hereby requests you to attend to a site call-out in accordance with the scope and requirements outlined in the table below.

Kindly indicate your acceptance or decline of this work order and return it to the sender for processing.

SCOPE OF WORK	
Name of Site	
GPS coordinates	
Site Contact Person (Sentech Representative)	
Site Contact Person Contact Number (Sentech Representative)	
Type of Service	<input type="checkbox"/> Breakdown Repair <input type="checkbox"/> Technical Support <input type="checkbox"/> Emergency Response
Equipment	<input type="checkbox"/> Standby Generator <input type="checkbox"/> Control Panel <input type="checkbox"/> Both
Brief Description of Fault	
SERVICE PROVIDERS (To complete)	
Expected Service Date and Time	

SCOPE OF WORK		
Resource Dispatched to Site	Diesel Mechanic	Yes/No
	Electrician	Yes/No
	Programmer	Yes/No
	Other (Please specify)	
Service Provider Representative (On-site Contact Person)		
Estimated travel distance to the site (km)		
Acceptance of Work Order		Yes / No
Diagnostic Report		Root Cause Identified: <input type="checkbox"/> Yes <input type="checkbox"/> No Temporary Fix Applied: <input type="checkbox"/> Yes <input type="checkbox"/> No Further Work Required: <input type="checkbox"/> Yes <input type="checkbox"/> No
Summary of Findings:		

Signatures:

 (Enter Name and Surname)

Position: OC Manager

 (Enter Name and Surname)

Service Provider