

## **CONTRACT DATA**

**A contract between**

**SENTECH, Sender Technology Park, Radiokop, Octave Road, Honeydew, and**

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**Appointment of a Service Provider to Design and Implement an Optimum Organisational Architecture for Sentech SOC Ltd for a period of 12 months.**

**Bid Number: SENT/002/202**

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## PART C1: AGREEMENTS AND CONTRACT DATA –

### Form of Offer and Acceptance Offer

SENTECH, identified in the acceptance signature block, has solicited offers to enter into a contract for the appointment of a service provider to design and implement an optimum organizational architecture for SENTECH soc ltd for a period of twelve (12)

The Bidder, identified in the offer signature block, has examined the documents listed in the Tender Data and addenda thereto as listed in the Bid schedules, and by submitting this offer has accepted the conditions of the Bid.

By the representative of the Bidder, deemed to be duly authorized, signing this part of this form of offer and acceptance, the Bidder offers to perform all of the obligations and liabilities of the Bidder under the Contract including compliance with all its terms and conditions according to their true intent and meaning for an amount to be determined in accordance with the conditions of contract identified in the Contract Data.

### THE OFFERED TOTAL OF THE PRICES INCLUSIVE OF APPLICABLE TAXES; (in the Bids applicable currency).

\_\_\_\_\_ (amount in words);  
\_\_\_\_\_ (amount in figures)

**NB: The Prices quoted above is the total Bid offer inclusive of all applicable taxes for the Contract duration. The price must be carried over from the price breakdown / schedule of rates provided in the Bid document.**

This offer may be accepted by SENTECH by signing the acceptance part of this form of offer and acceptance and returning one copy of this document to the Bidder before the end of the period of validity stated in the Tender Data, whereupon the Bidder becomes the party named as the Bidder in the conditions of contract identified in the Contract Data.

**Bidder's Signature(s)** \_\_\_\_\_

**Signed by the Bidder at** \_\_\_\_\_ **on this the** \_\_\_\_\_ **day of** \_\_\_\_\_ **20** \_\_\_\_\_

**Name(s)** \_\_\_\_\_

**Capacity** \_\_\_\_\_

**Address (Domicillium)**

\_\_\_\_\_

## Acceptance

By signing this part of this form of offer and acceptance, SENTECH accepts the Bidder's offer. In consideration thereof, SENTECH shall pay the Bidder the amount due in accordance with the conditions of contract identified in the Contract Data. Acceptance of the Bidder's offer by the signature by SENTECH shall form an agreement between SENTECH and the Bidder upon the terms and conditions contained in this agreement and in the contract that is the subject of this agreement.

The terms of the contract, are contained in:

Part C1 Agreements and contract data, (which includes this agreement) Part C2 Pricing data

Part C3 Scope of work.

and drawings and documents or parts thereof, which may be incorporated by reference into Parts C1 to C3 above.

Deviations from and amendments to the documents listed in the Tender Data and any addenda thereto as listed in the Bid schedules as well as any changes to the terms of the offer agreed by the Bidder and the employer during this process of offer and acceptance, are contained in the schedule of deviations attached to and forming part of this agreement. No amendments to or deviations from the said documents are valid unless contained in this schedule of deviations.

Failure to fulfil any of these obligations in accordance with those terms shall constitute a repudiation of this agreement.

**SENTECH's Signature(s)** \_\_\_\_\_

**Signed by SENTECH at** \_\_\_\_\_ **on this the** \_\_\_\_\_ **day of** \_\_\_\_\_ **20** \_\_\_\_\_

**Name(s)** \_\_\_\_\_

**Designation** \_\_\_\_\_

**SENTECH SOC LIMITED,**  
Sender Technology Park  
Octave Road  
Radiokop Honeydew  
Johannesburg

**Date** \_\_\_\_\_

**Upon acceptance by SENTECH of the Bidder's offer, a contract will come into existence.**

## SCHEDULE OF DEVIATIONS

### Notes:

1. The extent of deviations from the Bid documents issued by the SENTECH before the Bid closing date is limited to those permitted in terms of the conditions of Bid.
2. A Bidder's covering letter shall not be included in the final contract document. Should any matter in such letter, which constitutes a deviation as aforesaid, become the subject of agreements reached during the process of offer and acceptance, the outcome of such agreement shall be recorded here.
3. Any other matter arises from the process of offer and acceptance either as a confirmation, clarification or change to the Bid documents and which it is agreed by the Parties becomes an obligation of the contract shall also be recorded here.
4. Any change or addition to the Bid documents arising from the above agreements and recorded here shall also be incorporated into the Contract.

1. **Subject** \_\_\_\_\_

**Details** \_\_\_\_\_

2. **Subject** \_\_\_\_\_

**Details** \_\_\_\_\_

3. **Subject** \_\_\_\_\_

**Details** \_\_\_\_\_

4. **Subject** \_\_\_\_\_

**Details** \_\_\_\_\_

By the duly authorised representatives signing this schedule of deviations, SENTECH and the Bidder agree to and accept the foregoing schedule of deviations as the only deviations from and amendments to the documents listed in the Tender Data and addenda thereto as listed in the Bid schedules, as well as any confirmation, clarification or changes to the terms of the offer agreed by the Bidder and SENTECH during this process of offer and acceptance.

It is expressly agreed that no other matter whether in writing, oral communication or implied during the period between the issue of the Bid documents and the receipt by the Bidder of a completed signed copy of this Agreement shall have any meaning or effect in the contract between the parties arising from this agreement.

**Contract Data****Part one - Data provided by SENTECH given in all contracts****1. The Purchaser is**

**SENTECH SOC LIMITED,**  
Sender Technology Park  
Octave Road  
Radiokop  
Honeydew  
Johannesburg

**2. General**

The National Treasury General Conditions of Contract for goods and services (NT GCC, 2010) or General Conditions of Contract for Works (2015) as issued by National Treasury and the Construction Industry Development Board of the Republic of South Africa apply, respectively.

The goods are specified in the Scope of Work. The Special Conditions of Contract (SCC) are stipulated in the Tender Data.

**3. Goods information:**

The *Goods Information* is in the document called "Scope of Work" and in the documents and drawings referred to by it.

**4. Terms of Delivery**

The *Terms of Delivery* are contained in the General Conditions of Contract (GCC) and Special Conditions of Contract.

**5. Language**

The *language* of this contract is English.

**6. Governing Laws and Jurisdiction**

The Contract shall be governed by and interpreted according to the laws of the Republic of South Africa.

In the event of a conflict between or inconsistency in the laws applicable in the various provinces of the Republic of South Africa, the law as applied and interpreted in the Gauteng Province shall prevail.

The parties irrevocably submit to the exclusive jurisdiction of the South Gauteng High Court, Johannesburg in respect of any action or proceeding arising from this Bid.

This Bid and all contracts emanating there from will be subject to the General Conditions of Contract issued in accordance with Treasury Regulation 16A published in terms of the Public Finance Management Act, 1999 (Act 1 of 1999). The Special Conditions of Contract are supplementary to that of the General Conditions of Contract. Where, however, the SCC are in conflict with the GCC, the SCC shall prevail.

**7. Warranty**

The warranty period is 12 months after Delivery.

**8. Payment**

The method and conditions of payment are contained in the Tender Data, GCC and SCC. The interest on late payment is 0 % per complete week of delay.

**9. Currency**

South African registered businesses that purchase equipment overseas and quote in foreign currency will be required to provide SENTECH a 6-month forward cover contract on appointment. The 6 months forward cover will be re-negotiated and renewed every 6 months should the contract term on this tender be longer than 6 months.

**10. General - Prices**

Unless approval has been obtained from SENTECH, no adjustment in contract prices will be made. Applications for price adjustment must be accompanied by documentary evidence in support of any adjustment.

**11. Price Negotiations**

SENTECH reserves the right to negotiate market related prices. If market-related prices are not agreed to, SENTECH reserves the right to cancel the Bid.

**12. Liabilities indemnities and insurance**

Insurance is required from the Bidder in respect of delivery and transportation where applicable.

**13. Disputes**

Should any dispute, disagreement or claim arise between the parties ("the dispute") concerning this Agreement, the parties shall try to resolve the dispute by negotiation. This entails one party inviting the other party to meet and attempt to resolve the dispute within fourteen (14) days from the date of the written invitation.

If the dispute has not been resolved by such negotiation as referred to in this clause above, the Parties shall submit the dispute to the Arbitration Foundation of Southern Africa ("AFSA") for administered mediation, upon the terms set out by the AFSA secretariat.

Failing such resolution, the dispute shall be resolved by arbitration in accordance with the rules and procedures of AFSA by an arbitrator appointed by AFSA. Where the arbitration route is followed, the dispute must be adjudicated within Johannesburg in the English language and finally resolved in accordance with the rules of AFSA, by an arbitrator or arbitrators appointed by that Foundation.

The provisions of this clause shall not preclude any party from obtaining relief from a Court of competent jurisdiction. To this extent, the Parties hereby consent to the jurisdiction of the South Gauteng High Court, Johannesburg, South Africa. The provisions of this clause shall continue to be binding on the Parties, notwithstanding any termination or cancellation of this Agreement.

**14. Termination**

SENTECH shall have the right, at its sole and exclusive discretion, upon written notice to the Bidder, to terminate this Agreement should the Bidder fail to perform any of its obligations or deliver any deliverable timeously or should SENTECH not be satisfied with the quality of any service/s in terms of this Agreement, to the satisfaction of SENTECH.

SENTECH shall furthermore have the right, as a result of such termination, to appoint a third party to perform the obligations of the Bidder in terms of the Agreement and the Bidder indemnifies SENTECH against all costs incurred by SENTECH in appointing such third party to fulfil the obligations of the Bidder.

SENTECH shall have the right, at its sole and exclusive discretion, to terminate this Agreement, at any time, upon 30 (thirty) days' written notice to the Bidder.

**15. Contract Term**

This contract will run for a period of twelve (12) months.

**16. Supplier Due Diligence**

SENTECH reserves the right to conduct supplier due diligence at any time pre, during and post the contract period. This may include announced or unannounced site visits.

**17. Cession**

SENTECH shall be entitled to cede, delegate, assign, charge, transfer or otherwise dispose of this Agreement or any rights or obligations therein in whole or in part, upon prior written notice to the Bidder.

**18. Monitoring and Evaluation**

The service delivery and performance of the Bidder will be monitored and evaluated by SENTECH at all relevant times. In the event that the Bidder defaults in any manner or form, SENTECH reserves the right to blacklist the Bidder on the National Treasury Database of Prohibited Suppliers and Tender Defaulters, and totake such further steps as may be warranted in the circumstances which steps shall be determined at SENTECH's sole and exclusive discretion.

**19. Protection of Personal Information Act No. 4 of 2013 ("POPI")**

SENTECH is POPI compliant and the Bidder will ensure that it conducts itself within the prescripts of the prescribed legislation.

Should SENTECH need to collect Personal Information by law or in consideration of the Tender, and the Bidderfail to provide the Personal Information when requested, SENTECH may refuse to accept the relevant services from the Bidder, and the Bidder will be notified in this event.

By agreeing to the terms of this Agreement, the Bidder voluntarily authorizes SENTECH to process its' personal information (including its' name, credit card & banking details, physical address, telephone numbers, reference letters and any other information it has provided to SENTECH) for purposes of Tendering andcontracting.

The Bidder consents to the transfer of such personal information to third parties.

This consent is effective immediately and will endure until the relationship between the Bidder and SENTECH has been terminated.

The Bidder indemnifies and holds SENTECH harmless against any loss, whether direct or indirect, arising out of the failure to process any of its' personal data in accordance with applicable laws.

**20. Delay damages**

As stipulated in the Special Conditions of Contract.

**SENTECH's Representative is**

Name: Mr Zunaid Adams

Address: **SENTECH SOC LIMITED,**  
Sender  
Technology Park  
Octave Road  
Radiokop  
Honeydew  
Johannesburg

Tel No. 0114714400

SENTECH's Representative is the Executive: Legal and Regulatory.

**Contract Data**

**Part two - Data provided by the  
Bidder Statements given in all  
contracts**

**The Bidder is:**

Name \_\_\_\_\_

Address \_\_\_\_\_

a company / close corporation / partnership duly incorporated in accordance with the laws of the Republic of South Africa.



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## PART C3: SCOPE OF WORK SENTECH'S GOODS INFORMATION

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### 1. TECHNICAL REQUIREMENTS

#### 1.1. Glossary of Terms

Abbreviations	Descriptions
EXCO	Executive Committee

### 2. INTRODUCTION

To enable a customer centric culture, there is a need for SENTECH to review the current operating model to align to the business strategy. To take the process forward there is a need to review the organisational architecture to enable achievement of the SENTECH strategy. This will require the implementation of a transitional plan which will include process mapping, identification of required competencies, job profiling and streamlining of the functions and business processes amongst others.

### 3. OUTCOMES OF THE PROJECT

- Establish structures that foster innovation and customer centricity.
- Build right skills and capabilities to address new customer needs and markets.
- Develop an agile organisation to ensure fast-paced responses to changing customer requirements and new technologies.
- Grow alternative revenues streams and increase growth in mergers and acquisition, product portfolio extension and organic growth
- Lead innovation around new products, solutions, and customer service
- Improve infrastructure efficiency and reduce operational expenditure

### 4. PROPOSED DESIGN PRINCIPLES

- Support an agile and highly adaptive organization – cross functional teams, knowledge sharing, faster/effective decision making and appropriate accountabilities.
- Drive technology innovation, accountability and alignment across all functions without losing focus on profitable portfolios
- Dedicated accountability/process framework for Research and Development Greater focus and priority of data services/intelligence (proactive use of BI)
- Provision of diverse career movement options – vertically and horizontally –build know how
- Processes which enable business excellence
- Drive commercial capability and accountability
- Synergistic clustering of core business process – functional integration
- Enhance the focus on customer centricity, customer experience and process efficiency
- The design must reflect the core capabilities, value chain, process integration as well as the hand-off between capabilities and functional areas.
- Structures must be lean – avoid one-on-one relationships, avoid an over-layering of supervisory staff and manual tasks/administrative tasks.
- Address overlaps/duplication of roles, capabilities and accountabilities.
- Organizational structure must enable the business to assign accountability for cost, process efficiency and service outcome.
- Structures must be flexible and responsive to change.
- The design must enable, not inhibit continuous improvement, innovation, and business growth.

## **5. THE ORGANISATIONAL DESIGN PROJECT WILL ENTAIL:**

- Review and clarify Business Model
- Review and design Operating Model
- Clarify Market Segments, Customers, Products and Services
- Define Core Operating Units
- Align Business Processes
- Determine Governance
- Design Organisation Structure
- Define Jobs and Accountabilities
- Defining Management Teams
- Defining next level jobs and accountabilities
- Design detailed processes and systems
- Determine people requirements
- Define required competencies and capabilities required
- Assess current roles
- Match people and roles
- Change Management

## **6. PROPOSED METHODOLOGY**

### **a) Situational analysis**

- Assess current organization design environment
- Interviews with management and divisional executives
- Workshops with management on findings
- Collaboration with the Job Evaluation service provider to allow synchronization of the two processes.

### **b) Benchmark exercise**

- Similar entities, especially in the ICT and Telecommunications sector
- Relevant organizations that underwent a similar process

### **c) Proposed Organisational Design model options**

- At least 3 options to be presented to EXCO and management
- High level org structure developed and workshopped with EXCO and Management

### **d) Consultation, workshops and EXCO submission**

- Workshop with EXCO and management
- Engagement and workshop with labour
- Signoff on proposed design framework by EXCO

### **e) Implementation**

- Change management approach and plan