



TENDER SCOPE OF WORK
Group Information Technology

Template Identifier	240-IT042	Rev	1
Effective Date	April 2023		
Review Date	April 2028		

Description of Request

Supply and delivery of Stationary on an as and when required basis for 3 years period

1. High level background

Stationary plays an important role in supporting the daily administration and function of departments within Group Technology. It will support operational efficiency.

2. Scope of work/Business requirements

2.1. Provide detailed description and volumes of the product/service requested:

Supply and Delivery of stationary to Group Technology at MWP. See attached Stationary list.

2.2. Training/Transfer of skills:

Not applicable

3. Service Level Agreement requirements

No	Description	Resolutions
1.	Delivery lead time	48 hours/ 2 days During business hours within 07h30 – 17h00
2.	Correction of items with defects	24 hours/ 1 day During business hours within 07h30 – 17h00
3.	Escalation process	Contact the Director of the Company through email or cellular phone. During business hours 07h30- 17h00
4.	Penalty for late delivery and correction of defects	Consistent late delivery, a penalty clause will be activated