

CONTRACT DATA

**A contract between
SENTECH, Sender Technology Park, Radiokop, Octave Road, Honeydew
and**

Appointment of a service provider to provide SENTECH with a one-stop call centre solution for a period of twenty (20) months with an option of extending for a further twenty-four (24) months.

Bid Number: SENT/007/2026-27

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PART C1: AGREEMENTS AND CONTRACT DATA –

Form of Offer and Acceptance Offer

Offer

Sentech SOC Limited ("Sentech"), a state-owned company duly incorporated in accordance with the laws of the Republic of South Africa and listed as a Schedule 3B public entity under the Public Finance Management Act, has solicited bids to enter into a contract for:

Appointment of a service provider to provide SENTECH with a one-stop call centre solution for a period of twenty (20) months with an option of extending for a further twenty-four (24) months.

The Bidder irrevocably warrants that:

1. It has examined all Bid documents, including:
 - Tender Data
 - Scope of Work
 - Pricing Data
 - General Conditions of Contract (GCC)
 - Special Conditions of Contract (SCC)
 - All Addenda
2. It complies with:
 - PFMA
 - PPPFA and Regulations (2022)
 - Treasury Regulations
 - Applicable CIDB requirements (where works apply)
 - All applicable legislation
3. It is not listed on:
 - The National Treasury Database of Restricted Suppliers
 - The Register for Tender Defaulters
4. It is tax compliant in terms of the Income Tax Act and VAT Act.
5. 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.

6. 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.
7. The Bidder hereby offers to perform the **Works/Services/Goods** for the full contract duration, for:
[please specify option]
Amount in Words: _____
Amount in Figures: _____
(Inclusive of VAT and all costs)
8. In the event of any discrepancy, the amount in words shall prevail. The Prices quoted above are the total Bid offer inclusive of all applicable costs, escalation and taxes for the Contract duration. The price must be carried over from the price breakdown / schedule of rates provided in the Bid document.
9. This offer remains valid for the period stated in the Contract Data. 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____

Full Name(s) _____

Identity Number _____

Capacity _____

Address (Domicilium)

Acceptance

10. By executing signature below, Sentech hereby accepts the Offer subject to:
- Compliance verification
 - Budget availability (PFMA section 38)
 - No material misrepresentation

11. Upon signature, a binding contract comes into existence.
12. No SLA or ancillary agreement shall override this Contract unless expressly reduced to writing and signed by both Parties.
13. 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.
14. 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.
15. Failure to fulfil any of these obligations in accordance with those terms shall constitute a repudiation of this agreement.
16. Upon acceptance by Sentech of the Bidder's offer, a contract will come into existence between the parties.

Sentech's Signature(s) _____

Dated and signed by Sentech at _____ **on this the** _____ **day of** _____ **20** _____

Name(s) _____

Designation _____

SENTECH SOC LIMITED

Sender Technology Park

Octave Road

Radiokop

Honeydew

Johannesburg

18 March 2026

SCHEDULE OF DEVIATIONS

- 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.
- 5 Only deviations recorded in writing and signed by both Parties shall be valid.
- 6 No oral representation shall be binding.

1. **Subject** _____

Details _____

2. **Subject** _____

Details _____

3. **Subject** _____

Details _____

4. **Subject** _____

Details _____

7. Upon signature of this schedule of deviations by the duly authorised representatives, 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.

8. 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.

PART 1: CONTRACT DATA – Provided by Sentech

1 The Principal / Purchaser

SENTECH SOC LIMITED

Sender Technology Park

Octave Road, Radiokop

Honeydew

Johannesburg

2 Applicable Conditions

The following shall apply:

- **National Treasury General Conditions of Contract (GCC) (latest edition)**
- **Special Conditions of Contract (SCC)**
- **PFMA**
- **PPPFA (2022 Regulations)**
- **CIDB Act (if applicable)**
- **Companies Act**
- **POPIA**

In case of any conflict:

2.1 SCC prevails over GCC;

2.2 Contract Data prevails over Scope of Work

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 Law & Jurisdiction

- 6.1 This Agreement is governed by the laws of the Republic of South Africa.
- 6.2 The Parties consent to the jurisdiction of the Gauteng Division of the High Court, Johannesburg, for the institution of any and all proceedings arising from this contract.
- 6.3 Nothing precludes a party from seeking urgent interim relief from a competent court where circumstances permit, and/or invoke the dispute resolution mechanisms referred to in clause 14 below.

7 Subcontracting post-award - NOT APPLICABLE FOR THIS TENDER

The Bidder agrees as follows:

- It shall not subcontract, without prior written approval of Sentech, which consent may be withheld on reasonable grounds.
- Where subcontracting is permitted, the Bidder shall comply with the subcontracting requirements prescribed under Regulation 9 of the Preferential Procurement Regulations, 2022.
- It may not subcontract more than the prescribed threshold, unless permitted by law
- It shall remain fully liable to Sentech for subcontractor performance and will indemnify Sentech for any loss or damage caused as a result of subcontractor non-performance, theft or misappropriation.

8 BBBEE & Transformation

Where applicable:

- The Contractor shall maintain its declared BBBEE status.
- Misrepresentation constitutes material breach.
- Sentech may request a lawful transformation implementation plan aligned with BBBEE Codes.
- Failure to implement agreed milestones constitutes breach.

9 Pricing and Negotiations

- Prices are fixed in ZAR unless otherwise stated. Any foreign currency quotations shall be and remain fixed for the full duration of the contract. Sentech is indemnified against any risk of price and/or currency fluctuations, and such risks shall be solely borne by the Bidder.
- No escalation unless provided for in SCC. Applications for price adjustment must be accompanied by documentary evidence in support of any adjustment and may be rejected on reasonable grounds.
- All prices inclusive of VAT.
- Documentary proof required for approved adjustments.
- Sentech reserves the right to negotiate market related prices and discounts. If market-related prices are not agreed upon, Sentech reserves the right to terminate negotiations and invite the subsequent ranked Bidder for negotiations or alternatively cancel the Bid.

10 Payment

10.1 All payment methods and associated conditions are incorporated in the Tender Data; GCC and SCC.

10.2 Payment shall be made within 30 (thirty) days of receipt of a valid tax invoice, subject to:

- Proper performance
- Invoice and accounting compliance
- PFMA cash flow availability

11 Warranties

11.1 The Contractor irrevocably warrants:

- Proper skill and care
- Compliance with law
- No intellectual property infringement
- No bribery or corruption.

11.2 The Warranty period shall be twelve (12) months pursuant to delivery.

12 Liabilities, Indemnities & Insurance

12.1 The Contractor irrevocably indemnifies Sentech against:

- Third-party claims
- IP infringement
- Gross negligence
- Fraud
- Theft
- Misappropriation

12.2 Liability shall not exclude:

- Death or bodily injury
- Fraud
- Statutory liability

12.3 Insurance by the Contractor:

- Public liability
- Professional indemnity (if applicable)

⇒ **Proof required before commencement**

13 POPIA Compliance

13.1 Both Parties shall:

- Comply with POPIA
- Implement appropriate security safeguards
- Notify each other of data breaches

13.2 Personal information of the Bidder to be processed by Sentech, shall only be processed:

- For lawful procurement purposes
- On a need-to-know basis
- In accordance with lawful justification under POPIA

13.3 The Bidder has expressly consented to such processing in the spirit of this contract, for the duration hereof and post succession.

13.4 Sentech reserves the right to conduct extensive supplier due diligence at any time pre, during or post the contract period, including announced and unannounced site visits.

13.5 Each party shall be responsible for compliance with POPIA in respect of the personal information under its control or processing activities.

14 Dispute Resolution

Disputes shall be resolved as follows:

14.1 The parties shall first embark upon Negotiation within fourteen (14) days pursuant to the issuance of a notice of breach or demand.

14.2 Subsequent to unsuccessful Negotiation, Mediation shall be attempted and administered through the provisions of the Arbitration Foundation of Southern Africa (AFSA), Johannesburg, within fourteen (14) days of unsuccessful Negotiations.

14.3 Should Mediation be unsuccessful, Arbitration under AFSA Rules in Johannesburg shall ensue. The arbitration shall be governed by the Arbitration Act and AFSA Rules. The award shall be final and binding. The unsuccessful party shall pay for the costs of the arbitration, as well as the costs of arbitration of the successful party.

14.4 Notwithstanding the foregoing dispute resolution mechanisms, either party shall be entitled to seek the intervention of the High Court of South Africa, Gauteng Division, Johannesburg on an urgent basis, for urgent interim relief.

15 Termination

15.1 Termination for Breach

Sentech may terminate upon:

- Material breach
- Failure to remedy within 14 days
- Insolvency
- Corruption
- Misrepresentation.

15.2 Termination for Convenience

Sentech may terminate this Agreement at any time upon 30 (thirty) days written notice.

The Contractor shall be remunerated:

- For work properly performed up to termination
- Reasonable demobilisation costs (no loss of profit shall be claimable).

16 Anti-Corruption

16.1 The Contractor warrants compliance with:

- Prevention and Combating of Corrupt Activities Act (PRECCA)
- PFMA
- Treasury Regulation

16.2 It is specifically recorded that any corrupt activity constitutes material breach.

17 Evaluation and Assessments

The service delivery and performance of the Bidder shall at all relevant times be monitored and evaluated by Sentech. 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 in accordance with the adoption of proper procedure, and to take such further legal steps as may be warranted in the circumstances, which steps shall be determined at Sentech's sole and absolute discretion.

18 Blacklisting

18.1 Any bidder / supplier / service provider restriction must comply with:

- National Treasury Regulations.
- Due process.
- *Audi alteram partem* principle.
- Sentech shall not blacklist on National Treasury and/or Central Supplier Database (CSD) at sole discretion without procedural fairness.

18.2 Sentech may, where appropriate and following the adoption of due process, apply for the restriction of a

supplier / service provider on the National Treasury Database of Restricted Suppliers in accordance with applicable legislation.

19 Cession

Neither Party may cede or assign rights without written consent, except:

- Sentech may cede to another state entity subject to PFMA compliance upon prior written notice to the Bidder.

20 Confidentiality

20.1 Both Parties must retain all proprietary and procurement information confidential.

20.2 Survives termination for 5 years.

21 Force Majeure

21.1 Neither Party shall be liable for delay caused by:

- Natural disaster
- War
- Government action
- Pandemic restrictions

subject to written notice within 5 days of the existence of such factors.

21.2 The aspect of delay damages shall be as stipulated in the Special Conditions of Contract.

22 Contract Term

22.1 This Agreement shall commence on **1st of August 2026** and endure for **20 months**, subject to:

- Budget availability
- Performance
- PFMA compliance

22.2 Extensions require written agreement and compliance with Treasury prescripts.

Sentech's Duly Authorized Representative is

Name: Mr. Zunaid Adams

Capacity: Executive: Legal and Regulatory.

Address: **SENTECH SOC LIMITED**

Sender Technology Park

Octave Road

Radiokop

Honeydew

2040

Johannesburg

Tel No. 011 471 4400

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.

PART C2: PRICING DATA

Must comply with:

- VAT Act
- Income Tax Act
- Treasury procurement rules

Invoices must reflect:

- Full entity names and contact details of both contracting parties
- Physical Addresses
- VAT Registration Number
- Purchase Order Number
- Contract Reference
- Description of goods/services

PART C3: SCOPE OF WORK

Must clearly define:

- Deliverables
- Milestones
- KPIs
- Reporting obligations
- Acceptance criteria

Price List

Description	Number	Rate	Total
Call Centre Agents (with Seats and QContact Licenses) – 10 Minimum			
Call Centre Learner Agents (with Seats and QContact Licenses) – 10 Maximum			

	Sub Total		
	Vat		
	Total (Including vat)		

PART C3: SCOPE OF WORK SENTECH'S GOODS INFORMATION

XXXXX

1. TECHNICAL REQUIREMENTS

1.1. Glossary of Terms

Abbreviations	Descriptions

2. INTRODUCTION

SENTECH has an existing In-House Contact Centre that provides support to SENTECH customers, supporting all SENTECH products and services, as well as general public regarding television and radio signal requirements and Broadcasting Digital Migration. SENTECH Contact Centre runs a QContact Omnichannel system and handles customer calls/contacts through multiple channels including Voice, SMS, social media, WebChat, and WhatsApp messaging. SENTECH Contact Centre operates from 07h00 to 23h00, Monday to Sunday, 365-days-a-year.

3. SCOPE OF WORK

For the appointment of a service provider to provide SENTECH with a one-stop call centre solution for a period of twenty (20) months with an option of extending for a further twenty-four (24) months

PURPOSE

SENTECH SOC Ltd. is seeking services of an experienced and up and running Call Centre service provider to provide a One-Stop Call Centre solution as an overflow of the current SENTECH Call Centre for a period of 20 months. The successful bidder will be required to provide Call Centre Agents [Agents (not less than 10)+ Learner Agents (not more than 10)] with Call Centre Seats and QContact Omnichannel Call Centre system (and user licenses) that is aligned and compatible/ integrated with SENTECH's existing QContact Omnichannel System at the service provider's own premises in Johannesburg.

SCOPE OF WORK

SENTECH requires the services of a suitably qualified Call Centre Service Provider to provide Call Centre support for a period of 20 months. The Service Provider is required to provide 20x Call Centre Agents and Call Centre Seats, with QContact user licenses, in a 16-hour day for an operation that operates from 07h00 to 23h00, 7-days-a-week, 365-days-a-year, with QContact Omnichannel Call Centre systems and QContact user licences compatible/ integrated with Sentech In-House Call Centre QContact Omnichannel system for the successful running of a seamless Call Centre service as an extension of the existing Sentech In-House Call Centre. The software system and other systems to be provided need to align and be compatible with the existing SENTECH QContact Omnichannel system.

The Call Centre Solution must include the following capabilities :

- QContact User Licences
- Call Centre Agents capable of handling concurrent engagements from multiple channels
- Calls Logging
- Recording of calls
- Routing of calls to and from SENTECH In-House Call Centre
- Calls Monitoring
- Voicemail/ Voice Call Recording
- Storage of recordings
- Queue management
- Interactive Voice Response updates
- Ability to record calls/ contacts after hours to be attended to the following morning
- Report analytics/ Ticket trend reporting
- Unified Interface to address customers from integrated multiple channels (IP telephony; email; social media – Facebook, Twitter, Instagram; WhatsApp messaging; WebChat; Company App.; etc.)
- Automatic Ticketing
- Multichannel support
- Customer Satisfaction Measurement (post-contact)
- SLA Management
- Customised roles
- Portal rebranding to SENTECH
- Custom reports and dashboards
- Omnichannel customer timelines
- Roles & permissions
- Collaborative browsing
- Multilingual support
- Chat Bot capability
- Scalability (user licenses)

Deliverables:

- Implementation within three weeks of appointment date.
- The service provider will be required to provide the necessary QContact Omnichannel System licences for the Call Centre Staff and training of the Call Centre staff as and when required.
- In addition, system licenses and hosting will have to be provided for by the service provider as well as ensuring the security of the systems.
- Only bidders who have qualified to meet the minimum threshold for functionality will be invited for the presentation of the system if deemed necessary.
- SENTECH reserves the right not to appoint the bidder should the system not meet the required standard as indicated in the scope of work.