

CONTRACT DATA

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

and

APPOINTMENT OF A SERVICE PROVIDER FOR THE SUPPLY, IMPLEMENTATION, INTEGRATION, TRAINING AND SUPPORT OF AN OPERATIONAL SUPPORT SYSTEM (OSS) AND INFORMATION TECHNOLOGY SERVICE MANAGEMENT SYSTEM (ITSM) TO MANAGE AND SUPPORT BROADBAND NETWORKS AND ICT SERVICES FOR FIVE YEARS.

Bid Number: SENT/002/2025-26

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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(s) for the Supply, Implementation, Integration, Training and Support of an operational support system (OSS) and ITSM system for ICT services for five years..

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 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. In the event that there is a conflict between the amount in words and the amount in figures, the amount in words shall govern.

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. Sub-contracting post award

A Bidder awarded a Bid may only enter into a subcontracting arrangement with the approval of Sentech. The successful bidder may not subcontract more than 25% of the value of the contract to any other enterprise that does not have an equal or higher B-BBEE status level of contributor than the Bidder concerned, unless the contract is subcontracted to an EME that has the capability and ability to execute the subcontract.

8. Transformation Plan

A transformation plan is a record of activities an entity intends to undertake to improve its BBBEE Level through Ownership, Management and Control; Skills Development; Enterprise and Supplier Development and Socio-Economic Development.

Sentech reserves the right to request a BBBEE transformation plan with clearly defined timelines and milestones if the recommended bidder does not meet Sentech's transformation goals. These milestones must be achieved over the term of the contract. This transformation plan shall be submitted within 10 working days from the written request, failing which Sentech reserves the right to withdraw its appointment of the preferred recommended Bidder.

9. Warranty

The warranty period is 12 months after Delivery.

10. 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.

11. Rate of Exchange, Currency Fluctuations and Currency

All bid prices quoted shall be in South African Rands (ZAR). If prices are in a foreign currency, the rate of exchange quoted shall remain fixed throughout the term of the agreement. Bidders will bear the risk of and all cost/s associated with currency fluctuations, therefore Bidders shall be required to manage such risk in their bid price.

12. General - Prices

All prices shall be quoted in ZAR.

Unless written 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.

13. Price Negotiations

Sentech reserves the right to negotiate market related prices and discounts. If market-related prices are not agreed to, Sentech reserves the right to terminate the negotiations and invite the next ranked Bidder for negotiations or cancel the Bid.

14. Liabilities indemnities and insurance

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

15. 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.

16. Termination

Sentech shall have the right, at its sole and exclusive discretion, upon written notice to the Bidder, to terminate this Agreement, in whole or in part 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.

17. Contract Term

This Agreement will run for a period of **60** months.

This Agreement may be extended by agreement between Sentech and the successful Bidder prior to the expiration of the Agreement should this be required.

18. 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.

19. 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.

20. 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 to take such further steps as may be warranted in the circumstances which steps shall be determined at Sentech's sole and exclusive discretion.

21. 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 Bidder fail 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 & any other information it has provided to Sentech) for purposes of Tendering and contracting.

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.

22. 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
2040
Johannesburg

Tel No. 011 471 4400

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.

PART C2: PRICING DATA

The bidder must provide a transparent total cost of the system for the contract, outlining all costs to meet the system requirements as detailed on the functional criteria of the tender data, based on their pricing model and structure. The price for each system module must be clear, and any additional costs to integrate existing systems must be stated separately and clearly.

Price List

Description	Rate	Total
	Sub Total	
	Vat	
	Total (Including vat)	

PART C3: SCOPE OF WORK

SENTECH'S GOODS INFORMATION

1. TECHNICAL REQUIREMENTS

1.1. Glossary of Terms

Abbreviations	Descriptions

2. INTRODUCTION

SENTECH requires a service provider to supply, implement, integrate, train and support an operational support system (OSS) and ITSM to manage and support its broadband networks and ICT services. The system must comply with best practice standards and frameworks for OSS/BSS interoperability, and the workflow of the applications must align with eTOM, TAM, and ITIL. The scope includes integrating existing SENTECH network elements, element managers and network management systems to avoid duplication of resources and streamline network management. SENTECH has its private cloud platform to enable system hosting if required.

3. SCOPE OF WORK

The Broadband OSS and ITSM system for ICT services must meet these functional and technical requirements.

Table 1: OSS and ITSM Functional Requirements

No.	Functional Requirement
1.	Network Inventory Management
1.1	Network asset location
1.2	Network asset tracking
1.3	Network topology visualisation
1.4	Network orchestration
1.5	Capacity management
1.6	Configuration management
1.7	Change management
1.8	Audit trail and reporting
2.	Service Fulfilment
2.1	Order Management
2.2	Service design and creation
2.3	Service provisioning
2.4	Service activation
2.5	Service modification
2.6	Service deactivation
2.7	NVF Management
2.8	SDN Management

2.9	Automation and self-organising networks
2.10	Analytics and Reporting
3.	Workforce Management
3.1	Work order management
3.2	Field teams' management
3.3	Resource scheduling and allocation
3.4	Communication portal
3.5	Knowledge management and collaboration
3.6	Workforce cost management
3.7	Workforce capacity management
4.	Service Assurance
4.1	Network monitoring
4.2	Fault management
4.3	Performance management
4.4	Incident management
4.5	Service quality management
4.6	Integration and interoperability
4.7	Security management
5.	Trouble Ticketing
5.1	Ticket creation
5.2	Ticket categorisation
5.3	Ticket classification
5.4	Ticket assignment
5.5	Ticket escalation
5.6	SLA management
5.7	Network monitoring
5.8	Integration with CRM and billing
5.9	Analytics and Reporting
6.	IT Service Management
6.1	Service request management
6.2	Configuration management database
6.3	Incident management
6.4	Problem management
6.5	Change management
6.6	Service level management
6.7	Knowledge management
6.8	Release and deployment management
6.9	Asset management
6.10	Service automation and orchestration
6.11	User interfaces
6.12	Analytics and Reporting
6.13	Integration
6.14	Security and Compliance
6.15	Backup and disaster recovery

Table 2: OSS and ITSM Technical Requirements

No.	Title	Description
1	Integration	Integrates with existing applications (Annex C), data sources and technologies—Auto-discovery of new network elements.
2	Interoperability	work seamlessly with other systems, element managers, business systems, and third-party applications, adhere to open standards, Open APIs and communication protocol
3	Scalability	ability to handle growing volumes of data, users, services and networks without performance degradation. Horizontal and vertical scalability
4	Performance	Support real-time processing of data without performance degradation. Low latency.
5	Reliability	fault tolerance, redundancy and robust error handling to ensure continuous operation
6	Security	protect sensitive information, secure communication channels, and use authentication and access control mechanisms. Prevent unauthorised access, data breaches and network attacks.
7	Maintainability	easy to maintain with well-structured code, modular architecture, and tools for system updates, patches and updates without disrupting operations. Low code, no code platform.
8	Southbound integration	seamless integration with element managers, network management systems, network equipment and probes using open protocols and APIs.
9	Northbound integration	support open and standard APIs to facilitate communication with BSS and enterprise applications. Ensure real-time data exchange and proper data synchronisation.
10	Customisation	Modular, and allows customisation of components without affecting the entire system. Support for third-party plugins