



## **Annex H to SLA 1064\_001: Server Accommodation Facilities Limpopo Office of The Premier (OTP)**

|                  |                                                                                   |
|------------------|-----------------------------------------------------------------------------------|
| Document No:     | 1064_H                                                                            |
| Version:         | 5.0                                                                               |
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| Effective Date:  | 01 April 2025                                                                     |
| Electronic File: | 1064_Annex 001_H_ver 5.0_Server<br>Accommodation Facilities_1 Apr 25 to 31 Mar 28 |

## Annex H: Server Accommodation and Hosting Services

### H1. Service Classification

The Server Accommodation Facilities is classified as Managed Infrastructure in terms of the SITA Services Catalogue and is an optional service in terms of the SITA Amendment Act (Act number 38 of 2002).

### H2. Reference(s)

1064\_H ver 4.0

### H3. Benefit Statement

|   | Aspect of business challenge                                                                               | Value statement              |                                                                                                                                                                 |
|---|------------------------------------------------------------------------------------------------------------|------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|
|   |                                                                                                            | Area                         | Statement                                                                                                                                                       |
| 1 | Economies of scale over shared capability (infrastructure, technology, resources, facilities, scalability) | Price and Economies of Scale | Shared capability for multiple customers housing servers in the shared facilities, result in lower unit cost based on shared infrastructure and bulk discounts. |
| 2 | Reduction in Duplication                                                                                   | Elimination of duplication   | Shared infrastructure for several customers eliminates duplication of infrastructure.                                                                           |
| 3 | Security                                                                                                   | Security                     | Secure access control to approved individuals, based on client policy, limits unauthorised access.                                                              |

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## H4. Service Category: Server Accommodation and Hosting Services

### H4.1 Service Metric: Server Accommodation Facilities - Configured Service

| Service Offering                | Service Description                                                                                                   | Configured Service                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                              | Workload   |     | Service Components                                                                | Measurement                                                                                                                                                                                                                                                                                                                                                          |                                                                                 |
|---------------------------------|-----------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------|------------|-----|-----------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------|
|                                 |                                                                                                                       | Basic features                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Additional features required | Contracted | Cap |                                                                                   | Metric                                                                                                                                                                                                                                                                                                                                                               | Unit of measure                                                                 |
| Server Accommodation Facilities | Provision of facilities to accommodate servers for clients on the NGN core at permanent, core SITA Switching Centres. | <ol style="list-style-type: none"> <li>Provision of Server Accommodation Facilities and WAN connectivity to ensure uptime of client servers on the core: <ol style="list-style-type: none"> <li>Network connectivity</li> <li>Physical Security</li> <li>Access &amp; Climate control</li> <li>Floor space</li> <li>Power &amp; Emergency power</li> <li>Fire &amp; Surge protection.</li> </ol> </li> <li>Cabinets supported: <ol style="list-style-type: none"> <li>Client owned (Client to supply Screen, keyboard and mouse)</li> <li>SITA owned: cabinet only (Client to supply Screen, keyboard and mouse)</li> </ol> </li> <li>Facilities at permanent core SITA Switching Centres</li> <li>SLA Reporting (individual client reports)</li> <li>24x7 service</li> </ol> | None Available               |            |     | <ol style="list-style-type: none"> <li>Server Accommodation Facilities</li> </ol> | <ol style="list-style-type: none"> <li>98% Availability on connectivity of Servers onto NGN core within the Server Accommodation Facilities</li> <li>95% of incidents will be responded to and resolved as follows: <ol style="list-style-type: none"> <li>Mean time to Respond (MTTr): 4 hours</li> <li>Mean time to Resolve (MTTR): 8 hours</li> </ol> </li> </ol> | <ol style="list-style-type: none"> <li>% Availability</li> <li>Hours</li> </ol> |
|                                 |                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                              |            |     |                                                                                   |                                                                                                                                                                                                                                                                                                                                                                      |                                                                                 |

Managed Infrastructure

Service Management

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| Managed Infrastructure |  | Service Management                                                  |                |  |  |                                                                                        |                                                                      |                                                |
|------------------------|--|---------------------------------------------------------------------|----------------|--|--|----------------------------------------------------------------------------------------|----------------------------------------------------------------------|------------------------------------------------|
|                        |  | 5. Responsiveness and quality of Service Desk                       | None Available |  |  | 2. Service Desk :<br>Call Answering                                                    | 1. 80% of calls handled in 20 seconds.<br>2. 80% Satisfaction Levels | 1. % of seconds<br>2. % of satisfaction levels |
|                        |  | 6. Incident / Request Escalations                                   | None Available |  |  | 3. Incident and Request Management :<br>Monitoring and escalation                      | 90% Escalations as per agreed escalation procedure                   | % escalation                                   |
|                        |  | 7. Availability of Incident/ Request Management Performance Reports | None Available |  |  | 4. Incident Management :<br>Reporting on performance against all Incidents and Request | 90% Availability of Service Management Reporting Platform            | % Availability<br>Performance Reports          |

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**H4.2 Services Detail: Server Accommodation Facilities**

| Service Category                          | Service Sub-Category            | Service Component                                                                  | Service Component Description                                                                                                                                       | Service Measures                                                                                | Definition of service measures                                                                                                                                                                      | Service Level Metrics                                                                                                                                                                                       | Service dependencies                                                                                                                                                                                                                |
|-------------------------------------------|---------------------------------|------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Server Accommodation and Hosting Services | Server Accommodation Facilities | 1. Server Accommodation Facilities at permanent core SITA Switching Centres        | Provision of facilities to accommodate servers for clients on NGN core at permanent core SITA Switching Centres.                                                    | 1. Availability<br>2. Mean time to Respond (MTTr) will be based on hours per incident priority. | The WAN infrastructure will be available 24 hours x 7 days and shall not be less than 98% per core device, averaged over any given month during prime time hours only (excluding Client's servers). | 1. 98% Availability of core WAN infrastructure<br>2. 95% of Incidents will be responded to and resolved as follows:<br>a. Mean time to Respond (MTTr): 4 hours.<br>b. Mean time to Resolve (MTTR): 8 hours. | 1. Signed Server Accommodation Proposal.<br>2. Signed Server Accommodation SLA.<br>3. Back-to-Back agreements with Service Providers.<br>4. Availability of accommodation and infrastructure for server accommodation requirements. |
| Server Accommodation and Hosting Services | Server Accommodation Facilities | 2. Service Desk: Call Answering                                                    | The handling of agreed inbound communication channels within acceptable response times and quality levels.                                                          | Responsiveness and quality of Service Desk                                                      | Number of calls handled that have breached 20 seconds before being answered) / Total number of calls received for the calendar month (within stipulated service hours.)                             | 1. 80% of calls handled in 20 seconds over a period of one calendar month<br>2. 80% Satisfaction Levels, i.e. (inbound calls)                                                                               | Users participating in the survey to obtain a reasonable sample.                                                                                                                                                                    |
| Server Accommodation and Hosting Services | Server Accommodation Facilities | 3. Incident and Request Management: Monitoring and escalation                      | Implementation of the Incident/ Request Management process supporting effective monitoring and escalation as defined by the escalation procedure with the Customer. | Incident / Request Escalations                                                                  | % of automated escalations carried out as per agreed escalation procedure.                                                                                                                          | 90% Escalations as per agreed escalation procedure                                                                                                                                                          | As per agreed scope of the escalation procedure enabled by the Customer and/or 3rd Parties.                                                                                                                                         |
| Server Accommodation and Hosting Services | Server Accommodation Facilities | 4. Incident Management: Reporting on performance against all Incidents and Request | Provision of Incident/ Request Management reports on the performance of all Technical Support environments.                                                         | Availability of Incident/ Request Management Performance Reports                                | Provision of access to automated reports on<br>a. Mean Time to Respond (MTTr) per service category.<br>b. Mean Time to Resolve (MTTR) per service category.                                         | 90% Availability of Service Management Reporting Platform                                                                                                                                                   | Customer and/or 3rd Parties must have internet access.                                                                                                                                                                              |

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### H5. Roles and responsibilities

| Service Sub-Category            | Responsibilities                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|---------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                 | SITA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Client                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Server Accommodation Facilities | <ol style="list-style-type: none"> <li>1. SITA will provide access to the servers when required by the Client through the SITA toll-free number (0800 11 55 75), 24/7.</li> <li>2. SITA reserves the right to physically disconnect the server from the WAN Network during any virus infestations.</li> <li>3. SITA further reserves the right to audit the server to determine if the latest operating system service packs and security patch levels are installed.</li> <li>4. Establish and maintain processes for incident (fault/problem) and change management.</li> <li>5. Provide tools to support the service management processes.</li> <li>6. Service reporting reflecting Server Accommodation Facilities availability.</li> <li>7. SITA will immediately notify the Office of any virus infestation and the procedure that will be followed to limit damage</li> </ol> | <ol style="list-style-type: none"> <li>1. Report all identified Server Accommodation related, calls via the SITA Toll free number (0800 11 55 75) including request for access to servers.</li> <li>2. Ensure that a suitable Anti-virus solution is installed on the server and configured to update itself from a reputable source.</li> <li>3. Servers utilising the Microsoft Operating System must be configured to use the Software Update Service provided by SITA.</li> <li>4. Server Support and Maintenance remains the responsibility of the Client.</li> <li>5. Inform SITA in writing of any Client initiated change controls that will affect the Server Housing service.</li> </ol> |

**CONFIDENTIAL****H6. Pricing****H6.1 Server Housing Service for 2025/2026 FY**

| Service Description           | Qty | Cost per Cabinet 4,8% CPI Inc. | Total Cost |
|-------------------------------|-----|--------------------------------|------------|
| Server Housing: 3U + 1U space | 4   | R280,60                        | R1 122,40  |
| 15% VAT                       |     |                                | R168,36    |
| Total per Month (VAT incl.)   |     |                                | R1 290,76  |
| Total per Annum (VAT excl.)   |     |                                | R13 468,80 |
| Total per Annum (VAT incl.)   |     |                                | R15 489,12 |

**H6.2 Server Housing Service for 2026/2027 FY**

| Service Description           | Qty | Cost per Cabinet 4,8% CPI Inc. | Total Cost |
|-------------------------------|-----|--------------------------------|------------|
| Server Housing: 3U + 1U space | 4   | R294,07                        | R1 176,28  |
| 15% VAT                       |     |                                | R176,44    |
| Total per Month (VAT incl.)   |     |                                | R1 352,72  |
| Total per Annum (VAT excl.)   |     |                                | R14 115,30 |
| Total per Annum (VAT incl.)   |     |                                | R16 232,60 |

**H6.3 Server Housing Service for 2027/2028 FY**

| Service Description           | Qty | Cost per Cabinet 4,8% CPI Inc. | Total Cost |
|-------------------------------|-----|--------------------------------|------------|
| Server Housing: 3U + 1U space | 4   | R308,18                        | R1 232,74  |
| 15% VAT                       |     |                                | R184,91    |
| Total per Month (VAT incl.)   |     |                                | R1 417,65  |
| Total per Annum (VAT excl.)   |     |                                | R14 792,84 |
| Total per Annum (VAT incl.)   |     |                                | R17 011,76 |

**Summary of Total Over All 3 Years Costing**

| 5 Years            | Total      |
|--------------------|------------|
| Year 1 – 12 Months | R15 489,12 |
| Year 2 – 12 Months | R16 232,60 |
| Year 3 – 12 Months | R17 011,76 |
| Total              | R48 733,48 |

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### NOTE:

1. Cabinet space (in the switching centres other than SITA Centurion) is charged on a 'per-U' basis (1 U is 44.45 mm), with the minimum space assigned being 1U plus 1U for airflow per device. If the customer's server requires 10U then the space assigned and billed will be 10U + 1U.
2. Pricing above (H6.1 – H6.3) include 4.8% CPI as per SITA server accommodation facilities annual increase.
3. Rates and tariffs applied by SITA are reviewed on an annual basis.

## H7. Penalty Clause

If SITA fails to achieve the service levels on the Server Accommodation Facilities that are stipulated in paragraph H4.1 above, and provided that such a failure is not caused by a failure of the client to comply with its obligations and duties in terms of this SLA, SITA shall compensate the client by raising a credit note with an amount calculated as set out in paragraph (a) below.

- (a) If the achieved service level falls below the % availability for Server Accommodation Facilities averaged over any given month during business hours only, the compensation amount shall be calculated at 2.5% of the monthly Server Accommodation Facilities costs for the affected services.

## H8 Dependencies and constraints

### H8.1 Dependencies:

1. Availability of accommodation and infrastructure for future server accommodation requirements.

### H8.2 Constraints:

1. SITA Communications and Network Security Policy.

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**H9. Certification:**

We hereby certify that this Annex covers the full extent of the Server Accommodation Facilities as required. We further accept the service and the price accordingly.

This Annex shall be effective from 01 April 2025 to 31 March 2028

Thus done and signed at POLOKWANE on this 14<sup>th</sup> day of MARCH 2025



Full names: RAJESH SINGH

On behalf of Limpopo: Office of The Premier (OTP)

And duly authorised thereto

Thus done and signed at Polokwane on this 04 day of March 2025



Full names: Mpho Maila

On behalf of State Information Technology Agency (SOC) Ltd

And duly authorised thereto