



Annex K to SLA 1845_001: Dedicated Virtual Private Network (VPN) Services

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Annex K: Wide Area Network

K1. Service Classification

The **Dedicated Virtual Private Network (VPN) Service** is classified as Managed Infrastructure in terms of the SITA Services Catalogue and is a mandatory service in terms of the SITA Amendment Act (Act number 38 of 2002).

K2. Reference(s)

1845_K ver 1.0.

K3. Benefit Statement

	Aspect of business challenge	Value statement	
		Area	Statement
1	Economies of scale based on volumes (infrastructure, technology, resources, facilities, scalability).	Price and Economies of Scale	1. SITA qualifies for bulk discounts which in turn result in lower pricing to the clients. 2. Cost effective because of Economies of scale achieved by using shared infrastructure between the services hosted on the hardware. 3. Shared capability for multiple customers results in lower unit cost based on shared infrastructure and bulk discounts. 4. Access connectivity can be provided from a selection of Service Providers, allowing for the most cost effective solution.
2	Reduction in Duplication	Elimination of duplication	Shared infrastructure for several customers eliminates duplication of infrastructure.
3	Security	Security	Secured policy based access, controlled from a central point, thus limiting possibility of violations.
4	Interoperability (e-Government)	Interoperability	Creates the platform for E-Government due to the integrated design principles of the Next Generation Network (NGN).
5	Quality Services	Quality	1. Provides an end to end Wide Area Network (WAN) service with a single point of contact supporting end to end tracking, monitoring and feedback. 2. Provides for Quality of Service (QoS) through prioritisation of critical applications on access bandwidth.

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K4. Service Category: WAN

K4.1 Service Metric: Dedicated VPN services – Tiered Service

Service Offering	Service Description	Grades of Service				Workload		Service Components	Measurement		
		Bronze	Silver	Gold	Platinum	Contracted	Cap		Metric	Unit of measure	
Managed Infrastructure Dedicated VPN services	Access connectivity to Dedicated Core infrastructure with provisioning of customer premises equipment by client.	1. 95% Carrier Provider Availability 2. 95% Carrier Provider Reachability 3. 95% of calls will be responded to and resolved as follows: a. Mean time to Respond (MTTR): 4 hrs b. Mean time to Resolve (MTTR): 16 hrs	1. 97% Carrier Provider Availability 2. 97% Carrier Provider Reachability 3. 95% of calls will be responded to and resolved as follows: a. Mean time to Respond (MTTR): 2 hrs b. Mean time to Resolve (MTTR): 8 hrs	1. 99% Carrier Provider Availability 2. 99% Carrier Provider Reachability 3. 95% of calls will be responded to and resolved as follows: a. Mean time to Respond (MTTR): 1 hrs b. Mean time to Resolve (MTTR): 4 hrs	1. 99.99% Carrier Provider Availability 2. 99.99% Carrier Provider Reachability 3. 95% of calls will be responded to and resolved as follows: a. Mean time to Respond (MTTR): 30 mins b. Mean time to Resolve (MTTR): 2 hrs			Dedicated VPN services	1. Availability and Reachability of Carrier Provider. 2. Response to and Resolution of calls.	1. % Availability 2. % Reachability 3. Hrs	Service Management
		1. 95% Access Link Availability 2. 95% Access Link Reachability 3. 95% of calls will be responded to and resolved as follows: a. Mean time to Respond (MTTR): 4 hrs b. Mean time to Resolve (MTTR): 16 hrs	1. 97% Access Link Availability 2. 97% Access Link Reachability 3. 95% of calls will be responded to and resolved as follows: a. Mean time to Respond (MTTR): 2 hrs b. Mean time to Resolve (MTTR): 8 hrs	1. 99% Access Link Availability 2. 99% Access Link Reachability 3. 95% of calls will be responded to and resolved as follows: a. Mean time to Respond (MTTR): 1 hrs b. Mean time to Resolve (MTTR): 4 hrs	1. 99.99% Access Link Availability 2. 99.99% Access Link Reachability 3. 95% of calls will be responded to and resolved as follows: a. Mean time to Respond (MTTR): 30 mins b. Mean time to Resolve (MTTR): 2 hrs			Access Link Infrastructure	1. Availability and Reachability of Access Link. 2. Response to and Resolution of calls.	1. % Availability 2. % Reachability 3. Hrs	Service Management

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		1. 95% Site Router Availability 2. 95% Site Router Reachability 3. 95% of calls will be responded to and resolved as follows: a. Mean time to Respond (MTTR): 4 hrs b. Mean time to Resolve (MTTR): 16 hrs	1. 97% Site Router Availability 2. 97% Site Router Reachability 3. 95% of calls will be responded and resolved as follows: a. Mean time to Respond (MTTR): 2 hrs b. Mean time to Resolve (MTTR): 8 hrs	1. 99% Site Router Availability 2. 99% Site Router Reachability 3. 95% of calls will be responded and resolved as follows: a. Mean time to Respond (MTTR): 1 hrs b. Mean time to Resolve (MTTR): 4 hrs	1. 99.99% Site Router Availability 2. 99.99% Site Router Reachability 3. 95% of calls will be responded to and resolved as follows: a. Mean time to Respond (MTTR): 30 mins b. Mean time to Resolve (MTTR): 2 hrs			Customer Edge Router Management (Client-owned equipment)	1. Availability and Reach-ability of Site Router. 2. Response to and Resolution of calls.	1. % Availability 2. % Reachability 3. Hrs	
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K4.2 Service Metric: Dedicated VPN services – Configured Service

Managed Infrastructure	Service Offering	Service Description	Configured Service		Workload		Service Components	Measurement		Service Management
			Basic features	Additional features required	Contracted	Cap		Metric	Unit of measure	
Managed Infrastructure	Dedicated VPN services	Access connectivity to Dedicated Core infrastructure with provisioning of customer premises equipment by client.	1. Configuration of QoS on site routers according to business priority levels and defined traffic prioritisation percentages as per approved client QoS Policy.	1. Higher availability of critical applications.			1. Quality of Service (QoS)	1. Business priority levels/ Traffic prioritisation percentages. 2. % per QoS Class (as defined by client): a) Network Control b) Voice, Video c) Mission Critical d) Transactional e) Scavenger f) Best Effort (Default);	% per QoS class	Service Management
			2. Configured according to individual client requirements and approved Policy.	2. Optimised access bandwidth through traffic prioritisation.						
			3. SLA Reporting (individual client reports)	3. Clients can define their own % of bandwidth that needs to be allocated to critical applications in their QoS Policy.			2. Network Management Services	99.5% Availability of Network Management services	% Availability	
			4. 24x7 Availability	4. Quality of Service (QoS) advisory services						
			5. The NMS reports are available electronically via a Network Portal that is available 24/7 and are discussed on the SLA meeting.				3. Service Desk: Call Answering	1. 80% of calls handled in 20 seconds. 2. 80% Satisfaction Levels	Responsiveness and quality of Service Desk	
			6. Responsiveness and quality of Service Desk	None Available			4. Incident and Request Management: Monitoring and escalation	90% escalations as per agreed escalation procedure	Incident / Request Escalations	
			7. Incident / Request Escalations	None Available			5. Incident Management: Reporting on performance against all Incidents and Request	90% Availability of Service Management Reporting Platform	Availability of Incident/ Request Management Performance Reports	
			8. Availability of Incident/ Request Management Performance Reports	None Available						

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K4.2 Services Detail: Dedicated VPN services

Service Category	Service Sub-Category	Service Component	Service Component Description	Service Measures	Definition of service measures	Service Level Metrics	Service dependencies
WAN	Dedicated VPN	1. Dedicated VPN services	Access connectivity to Dedicated Core infrastructure with provisioning of customer premises equipment by client.	1. Availability 2. Reachability 3. MTTRespond 4. MTTResolve	Availability guarantee measurement will be based on Carrier Provider Reachability target. Mean time to Respond (MTTr) will be based on hrs per incident. Mean time to Resolve (MTTR) will be based on hrs per incident.	BRONZE: 1. 95% Carrier Provider Availability 2. 95% Carrier Provider Reachability 3. 95% of calls will be responded to and resolved as follows: 4. Mean time to Respond (MTTr): 4 hrs 5. (MTTr): 4 hrs a. Mean time to Resolve (MTTR): 16 hrs SILVER: 1. 97% Carrier Provider Availability 2. 97% Carrier Provider Reachability 3. 95% of calls will be responded to and resolved as follows: a. Mean time to Respond (MTTr): 2 hrs b. Mean time to Resolve (MTTR): 8 hrs GOLD: 1. 99% Carrier Provider Availability 2. 99% Carrier Provider Reachability 3. 95% of calls will be responded to and resolved as follows: a. Mean time to Respond (MTTr): 1 hrs b. Mean time to Resolve (MTTR): 4 hrs PLATINUM: 1. 99.99% Carrier Provider Availability 2. 99.99% Carrier Provider Reachability 3. 95% of calls will be responded to and resolved as follows: a. Mean time to Respond (MTTr): 30 mins b. Mean time to Resolve (MTTR): 2 hrs	1. Signed User Requirement Specification (URS). 2. Signed Dedicated VPN Proposal. 3. Signed Dedicated VPN SLA. 4. Back-to-Back agreements with Service Providers.
		2. Access Link Infrastructure.	Provision of access links from client sites to the nearest SITA node for access to client services in the Dedicated VPN.	1. Availability 2. Reachability 3. MTTRespond 4. MTTResolve	1. Availability guarantee measurement will be based on Access Link Reachability target. 2. Mean time to Respond (MTTr) will be based on hrs per incident.	BRONZE: 1. 95% Access Link Availability 2. 95% Access Link Reachability 3. 95% of calls will be responded to and resolved as follows: a. Mean time to Respond (MTTr): 4 hrs b. Mean time to Resolve (MTTR): 16 hrs	1. Signed Dedicated VPN Proposal. 2. Signed Dedicated VPN SLA. 3. Network Service Application Form to be completed

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Service Category	Service Sub-Category	Service Component	Service Component Description	Service Measures	Definition of service measures	Service Level Metrics	Service dependencies
					3. Mean time to Resolve (MTTR) will be based on hrs per incident.	SILVER: 1. 97% Access Link Availability 2. 97% Access Link Reachability 3. 95% of calls will be responded and resolved as follows: a. Mean time to Respond (MTTr): 2 hrs b. Mean time to Resolve (MTTR): 8 hrs GOLD: 1. 99% Access Link Availability 2. 99% Access Link Reachability 3. 95% of calls will be responded to and resolved as follows: a. Mean time to Respond (MTTr): 1 hrs b. Mean time to Resolve (MTTR): 4 hrs PLATINUM: 1. 99.99% Access Link Availability 2. 99.99% Access Link Reachability 3. 95% of calls will be responded to and resolved as follows: a. Mean time to Respond (MTTr): 30 mins b. Mean time to Resolve (MTTR): 2 hrs	4. and signed by client. Back-to-Back Agreement with Access Link Service Providers.
WAN	Dedicated VPN	3. Customer Edge Router Management	Configuration and Management of all client-owned Router infrastructure.	1. Availability 2. Reachability 3. MTTRespond 4. MTTResolve	1. Availability guarantee measurement will be based on Site Router Reachability target. 2. Mean time to Respond (MTTr) will be based on hrs per incident. 3. Mean time to Resolve (MTTR) will be based on hrs per incident.	BRONZE: 1. 95% Site Router Availability 2. 95% Site Router Reachability 3. 95% of calls will be responded to and resolved as follows: a. Mean time to Respond (MTTr): 4 hrs b. Mean time to Resolve (MTTR): 16 hrs SILVER: 1. 97% Site Router Availability 2. 97% Site Router Reachability 3. 95% of calls will be responded and resolved as follows: a. Mean time to Respond (MTTr): 2 hrs b. Mean time to Resolve (MTTR): 8 hrs GOLD: 1. 99% Site Router Availability 2. 99% Site Router Reachability 3. 95% of calls will be responded and resolved as follows: a. Mean time to Respond (MTTr): 1 hrs b. Mean time to Resolve (MTTR): 4 hrs	1. Signed Dedicated VPN Proposal. 2. Signed Dedicated VPN SLA. 3. Maintenance Contract by client on client-owned Customer Edge Router equipment.

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Service Category	Service Sub-Category	Service Component	Service Component Description	Service Measures	Definition of service measures	Service Level Metrics	Service dependencies
						PLATINUM: 1. 99.99% Site Router Availability 2. 99.99% Site Router Reachability 3. 95% of calls will be responded to and resolved as follows: a. Mean time to Respond (MTTR): 30 mins b. Mean time to Resolve (MTTR): 2 hrs	
WAN	Dedicated VPN	4. Quality of Service (QoS)	Provision of Quality of Service (QoS) for traffic prioritisation of applications according to the client's business requirement.	Business priority levels / Traffic prioritisation percentages.	Configuration of QoS on site routers according to business priority levels and defined traffic prioritisation percentages as per approved client QoS Policy.	% per QoS Class (as defined by client): 1. Network Control 2. Voice, Video 3. Mission Critical 4. Transactional 5. Scavenger 6. Best Effort (Default);	1. Configured Dedicated VPN. 2. Approved client QoS Policy. 3. QoS capable client-owned site routers.
WAN	Dedicated VPN	5. Network Management Services*	Provision of Network Management Services & Client Portal reflecting operational performance statistics per client environment and availability of all SLA related reports.	Availability	% Availability of Network Management Services & Client Portal.	1. 99.5% Availability of Network Management services 2. Availability of all SLA related reports within the first week of every following month.	1. Configured for Dedicated VPN. 2. Back-to-Back agreements with Service Providers. 3. Availability of infrastructure and software to provide Network Management Services.
WAN	Dedicated VPN	6. 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 hrs).	1. 80% of calls handled in 20 seconds over a period of one calendar month. 2. 80% Satisfaction Levels, i.e. (Inbound calls)	Level of users' participation in the survey to obtain a reasonable sample.
WAN	Dedicated VPN	7. 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.
WAN	Dedicated VPN	8. 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 : a. Mean Time to Resolve (MTTR) per service category and priority	90% Availability of Service Management Reporting Platform.	Customer and/or 3rd Parties must have internet access.

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Service Category	Service Sub-Category	Service Component	Service Component Description	Service Measures	Definition of service measures	Service Level Metrics	Service dependencies
					b. Mean Time to Respond (MTTr) per service category and priority		

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K5. Roles and responsibilities

Service Component	Responsibilities	
	SITA	Client
Dedicated VPN services	1. Establish, operate, monitor and manage Dedicated VPN services. 2. Operate, monitor and maintain Core Infrastructure. 3. Ensure sufficient core bandwidth capacity to cater for Dedicated VPN clients. 4. Inform the Client of any change requests on the WAN infrastructure (downtime or disruptive changes) at least 5 working days in advance of such change. No penalties will apply during this downtime period. 5. Establish and maintain processes for Dedicated VPN fault, incident and change management. 6. Service reporting reflecting Core operational performance statistics.	1. Inform SITA of any Client initiated change controls that will affect the SITA Wide Area Network (WAN) service. 2. Provide the necessary VPN server hardware and software to be used for the dedicated VPN (Proxy, Mail Relay, DNS and BAS service). 3. Hardware maintenance and support on Dedicated VPN servers that will be housed on the core. 4. Approved Security Policy that will govern the Dedicated VPN.
Access link infrastructure	1. Provisioning of different types of access technologies for connectivity from client sites to SITA NGN. 2. Execute and resolve Service Request Applications. 3. Present Access Link quotations to client on receipt of an official URS. 4. Process orders for procurement and installation of access link infrastructure on receipt of an official government order. 5. Manage application process for data lines to TelCo. 6. Monitor and manage Access link availability. 7. Establish and maintain processes for fault, incident and change management. 8. Service reporting reflecting Access link performance statistics.	1. Report all identified Access link related calls via the SITA Toll free number. 2. Submit completed and signed Service Request Applications to SITA. 3. Issue SITA with an official Government Order on acceptance of a SITA proposal or quotation for Ad Hoc access link services. 4. Advising SITA of significant changes in usage forecasts, planned implementation of future changes or new service requirements where SITA will be impacted. 5. Downtime experienced due to power related issues on the client sites will not be added to any SLA downtime measurements.
Customer Edge Router Management	1. Configuration and management of all client-owned Site Router infrastructure to ensure reliability, reachability and availability. 2. Provide configuration support for new installations in respect of Client's site routers. 3. Provide re-active configuration support on Client's site routers. 4. Monitor and manage site router availability. 5. Establish and maintain processes for fault, incident and change management. 6. Service reporting reflecting site Router performance statistics.	1. Report identified incidents and log calls for configuration of new router installations to the SITA Service Desk via the Toll free number (0800 11 55 75). 2. Hardware maintenance and support on client site routers. 3. Physical transport of Client's site routers for configuration purposes (for new installations), to and from the nearest SITA Office. Exceptions will be possible after a costing proposal for SITA services on client sites have been accepted. 4. Acquisition and supply of customer edge hardware and software requirements in compliance with SITA's recommended standards. 5. The Client will be responsible for the TelCo "Abort of Maintenance" cost, where a fault has been logged by the Client and where SITA has determined that the fault, deemed due to a failed TelCo data line, was actually due to a hardware fault, originating on the Client's site router. 6. Downtime experienced due to power related issues on the client sites will not be added to any SLA downtime measurements.
Quality of Service (QoS)	1. Configuration of site routers according to QoS classes selected by the client and Traffic reservation percentages as per approved QoS policy.	1. Ensure site routers are QoS capable. 2. Identify critical applications for traffic prioritisation. 3. Provisioning of approved QoS Policy. 4. Provisioning of amended QoS policy for changes requested. 5. Report all identified QoS related calls via the SITA Service Desk via the Toll free number (088 11 55 75).

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K6. Pricing

K6.1. Dataline and Port cost

Building	TOWN	Province	Circuit No	Band-width	Port Costs	Data line Cost	Total
PHAKAMILE MABIJA RD 31	KIMBERLEY	NORTHERN CAPE	ETHERNET	384kb	R3 779.81	R0.00	R3 779.81
Panc_ Information Technology	KIMBERLEY	NORTHERN CAPE	750621722	10Meg	R25 900.00	R5 825.03	R31 725.03
SUBTOTAL PER MONTH							R35 504.84
PLUS: 15% VAT							R5 325.73
TOTAL PER MONTH							R40 830.57
TOTAL FOR 12 MONTHS							R489 966.84

K6.2 Management Fee

Description	Total
Managed Service Fee	R 18 523.33
SUBTOTAL PER MONTH	R 18 523.33
PLUS: 15% VAT	R2 778.50
TOTAL PER MONTH	R21 301.83
TOTAL FOR 12 MONTHS	R255 621.95

Notes:

1. Pricing will change once a service is commissioned, decommissioned, upgraded or downgraded, and will be reflected on the monthly invoices.
2. The Client shall be responsible to pay SITA a fixed cost per port per month. In addition, the Client shall pay SITA the once-off installation cost and the monthly TelCo access data line costs from the date of installation of the access data line. The access data line cost is based on current TelCo rates that are normally adjusted annually.
3. The WAN port cost for connectivity to the network will be levied in arrears, with effect from the first day of the month, following the month in which the TelCo data line was installed.
4. Telco prices will change once a service is upgraded or downgraded.
5. Annual price escalations will be based on Consumer Price Index (CPI) and/or annual Vendor pricing adjustments.
6. Pricing excludes shared internet service cost.

K7. Penalties

K7.1 Port Costs

If SITA fails to achieve the service levels on the **Carrier Provider (SITA Core related to the Port Cost) services** that are stipulated in paragraph K4.1 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 and reachability as per identified class of service for **Carrier Provider Services**, averaged over any given month during business hrs only, the compensation amount shall be calculated at **2.5%** of the monthly Port cost for the affected sites.

K7.2 Access links

If SITA fails to achieve the service levels on the **Access links (Last mile link related to the Vendor Cost)** that are stipulated in paragraph K4.1 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 % reachability as per identified class of service on **Access Links**, averaged over any given month during business hours only, the compensation amount shall be calculated at **2.5%** of the monthly Access Link costs for the affected sites.

K8. Dependencies and constraints

K8.1 Dependencies:

1. Dedicated VPN services
 - a. Service Level Agreement with Carrier Service Provider.
2. Access link infrastructure
 - a. Correctness of completed Service Request Applications as submitted by the Client.
3. Customer Edge Router Management
 - a. Availability and effective functioning of TelCo link to enable re-active remote configuration support.
 - b. Compliance with SITA's recommended technical standards and specifications with respect to acquisition of site routers and related hardware and software.
 - c. Performance and availability of hardware and software that is supplied by the Client.
 - d. Performance and availability of data lines that are supplied by TelCo.
 - e. Reasonable access to the Client's sites.
 - f. Two working days for router configuration is depended on the quantities of routers to be configured per Client.

K8.2 Constraints:

1. Dedicated VPN services
 - a. Client's own Network Security Policy that will govern the Dedicated VPN.
 - b. Minimum Information Security Standard (MISS) Instructions.
2. Access link infrastructure
 - a. Service Level Agreement with TelCo.
3. Customer Edge Router Management
 - a. Service Level Agreement with TelCo.

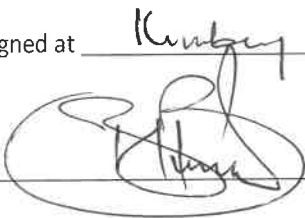
K9. Certification:

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

This Annex shall be effective from **01 February 2024** until **31 January 2029**.

Thus done and signed at Kunene on this 28 day of February 2024

Signature: _____



Full names: _____

Justin Delubeka

On behalf of **Northern Cape: Office of the Premier**

And duly authorised thereto

Thus done and signed at Centurion on this 27 day of February 2024

Signature: pp



Full names: Mmamodi Molele

On behalf of **State Information Technology Agency SOC Ltd**

And duly authorised thereto