NAT: SMALL BUSINESS DEVELOPMENT

ORDER\SERVICE

REPRINT NUMBER 1

ORDER NO. OR-001366

SUPPLIER AT899 SITA

ORDER DATE	DELIVERY DATE	SYSTEM DATE	STORE NUMBER & DESCRIPTION	ENQUIRES TO	TELEPHONE NO.
24/Jul/2024	23/Aug/2024	24/Jul/2024	8310383001 SMALL BUSINESS DEVELOPMENT HEAD OFFICE	LEBOGANG PAPALE	(012)3943536 OR 1904

SUPPLIER NAME & ADDRESS	POSTAL INVOICE ADDRESS	DELIVERY ADDRESS	COMMENTS
SITA STATE INFORMATION TECHNOLOGY AGENCY P. O. BOX 26100 MONUMENT PARK PRETORIA CITY OF TSHWANE CITY OF TSHWANE SOUTH AFRICA 0105	INVOICE TO SCM EMAIL:INVOICE@DSBD.GOV.ZA SUNNYSIDE, DTI COMPUS, BLOCK G PRETORIA SOUTH AFRICA 0002	INVOICE MUST BE SUBMITTED TO SCM_ (N/B) 77 MENTJIES STREET, DTI COMPUS,SUNNYSIDE PRETORIA SOUTH AFRICA 0002	**INVOICE MUST BE SENT TO SUPPLY CHAIN MANAGEMENT VIA EMAIL:INVOICE@DSBD.GOV.ZA,FAILURE TO DO SO DSBD WILL NOT BE HELD LIABLE FOR LATE PAYMENT** **Suppliers are responsible for ensuring bank details for payment are correctly captured, active and verified on CSD and reflects on the invoice. The Department reserves the right to use the supplier's preferred account. Departments are not liable for delays if the supplier has no usable banking details on CSD.**

ITEM CONTROL NO.	ITEM DESCRIPTION	GOVERNMENT CONTRACT / QUOTE DETAILS NUMBER	ITEM	PART	UNIT	QTY.	RATE	AMOUNT
999983S0316291	SOFTWARE SUPPORT ELETRONIC DOCUMENT DE LIVERY	SITAEDD2024			EACH	24	R183,80	R4,411,33
					HASH TOTAL	24	PAGE TOTAL	R4,411,33
							RUNNING TOTAL	R4,411,33
							GRAND TOTAL	R4,411,33

THE ONUS OF RESPONSIBILITY TO VERIFY THE CORRECTNESS OR ACCURACY OF THE CONTENT OF THIS ORDER RESTS WITH THE APPOINTED SUPPLIER BEFORE DELIVERY.

CONDITION OF DELIVERY		AUTHORISATIONS		PAYMENT DETAILS
FREE ON RAIL		DEPARTMENT		
WAYBILL NO.	PA-002107	TREASURY	INVOICE@DSBD.GO	NOT APPLICABLE
TRANS. ACC. NO.	RQ-003345	TENDER BOARD		NOT APPLICABLE
BY POST	ELMON	PROCUREMENT		NOT APPLICABLE
FILE NO.		FINANCIAL		NOT APPLICABLE

THIS AREA IS INTENTIONALLY LEFT BLANK

SIGNATURE AUTHORISING OFFICER	NAME AUTHORISING OFFICER	DESIGNATION	DATE	
	Rudzani Matodzi	DD: SCM	24 July 2024	**CSD REFERENCE NUMBER: MAAA0146218** **PLEASE ENSURE THAT THE ABOVE REFERENCE NUMBER IS CORRECT. IF NOT, PLEASE CONTACT THE DEPARTMENT.**

6143D107 - FF7D62AD - 14357E57 - DF1A72C3 - 153AF55F - 0BC3CDD6 - 101E81B6 - 4AED7A0E

END*OF*PAGE*01*AND*END*OF*ORDER

COMPLIANCE CHECKLIST

REQUISITION FOR GOODS AND/OR SERVICES

A. SUPPLY CHAIN MANAGEMENT - VERIFICATION	Yes	No	Comments SCM
Is budget verified and confirmed by Management Accounting (Internal RFQ template)?	✓		
Is the **NCSD Summary Report for all 3 suppliers attached?**		✓	
Is the recommended supplier registered on **Central Supplier Database and tax compliant (CSD)?**	✓		
Is the supplier not on a deregistration process?		✓	
Are the bank details of the supplier **Verified on CSD** and active? (If not, was supplier requested to amend on NCSD)	✓		
Is the supplier not on the National Treasury list of restricted suppliers? (Also indicate date checked)		✓	
Are three quotations attached, dated, valid, vat inclusive and comparative?		✓	
If applicable was deviation from the procurement processes (e.g. no 3 quotations, emergency, or sole provider) approved by the D: SCM/CFO/DG			
Is the Price Comparative Schedule attached for requirements with a value of R30,000.00 and above		✓	
Is the valid BEE certificate or Sworn Affidavit attached?		✓	
SBD 4 (Declaration of Interest) completed and duly signed? 1. Is section 2.8.1 completed section accurately? 2. Has the supplier conducted business with DSBD? If so, has this been declared? 3. Is the SBD dated correctly?		✓	
SBD 6.1 (Claim the points for the BEE) completed and duly signed? 1. Is section 8.4 completed accurately? 2. Is section 8.6 completed accurately? 3. Is the SBD dated correctly?		✓	
Is there no conflict of interest between companies as per SBD4 (i.e. no **company share Directorship in another company bidding for the same requirements)?**		✓	
Is the Acting letter of last signatory on submission attached according to delegations (if relevant)?		✓	
Is the PDP for attendees attached and signed (Training and Course)			

COMPLIANCE CHECKLIST

REQUISITION FOR GOODS AND/OR SERVICES

A. SUPPLY CHAIN MANAGEMENT - VERIFICATION	Yes	No	Comments SCM
	Signature and date		
Checklist compiled by (SCM Official)	24/07/24		

B. SUPPLY CHAIN MANAGEMENT ORDER AUTHORISATION	
Is the order amount inclusive of VAT/ NOT a VAT vendor? YES/NO	
Are the budget allocations correct? YES/NO	
	Jane Keraang
Signature of SCM Official who authorized order online, checked & signed it:	Date
	Rudzani Matodzi
Printed name of SCM Official who authorized order online, checked & signed it:	

000365870

RECEIVED AT SCM
SIGNATURE:

DEPARTMENT OF SMALL BUSINESS DEVELOPMENT

REQUEST MEMO

COST CENTRE NUMBER	250C	ITEM NUMBER	5253911
REQUESTING OFFICIAL	M KGOSI	OBJECTIVE	30015911
TELEPHONE NUMBER / EXT	41162	RESPONSIBILITY	30081911
ROOM NUMBER & BUILDING	BLOCK G, GROUND FLOOR	FUND	38911
		PROJECTS	18911
REQUEST MEMO No (R	RQ-002107 AT 899	ASSETS	22911
SUPPLIER FOR ORDEF		REGIONAL IDENTIFIER	30001911
ORDER AMOUNT		NON-INFRASTRUCTURE	49911
PERIOD ORDER	____/____/____ TO ____/____/____	PA NUMBER (SCM)	PA-0 02345

	ICN NUMBER	DESCRIPTION OF ITEM	QUANTITY REQUESTED	QUANTITY APPROVED
1	999983S0316291	Software support EDD	24	

MOTIVATION / REMARKS : ____________________

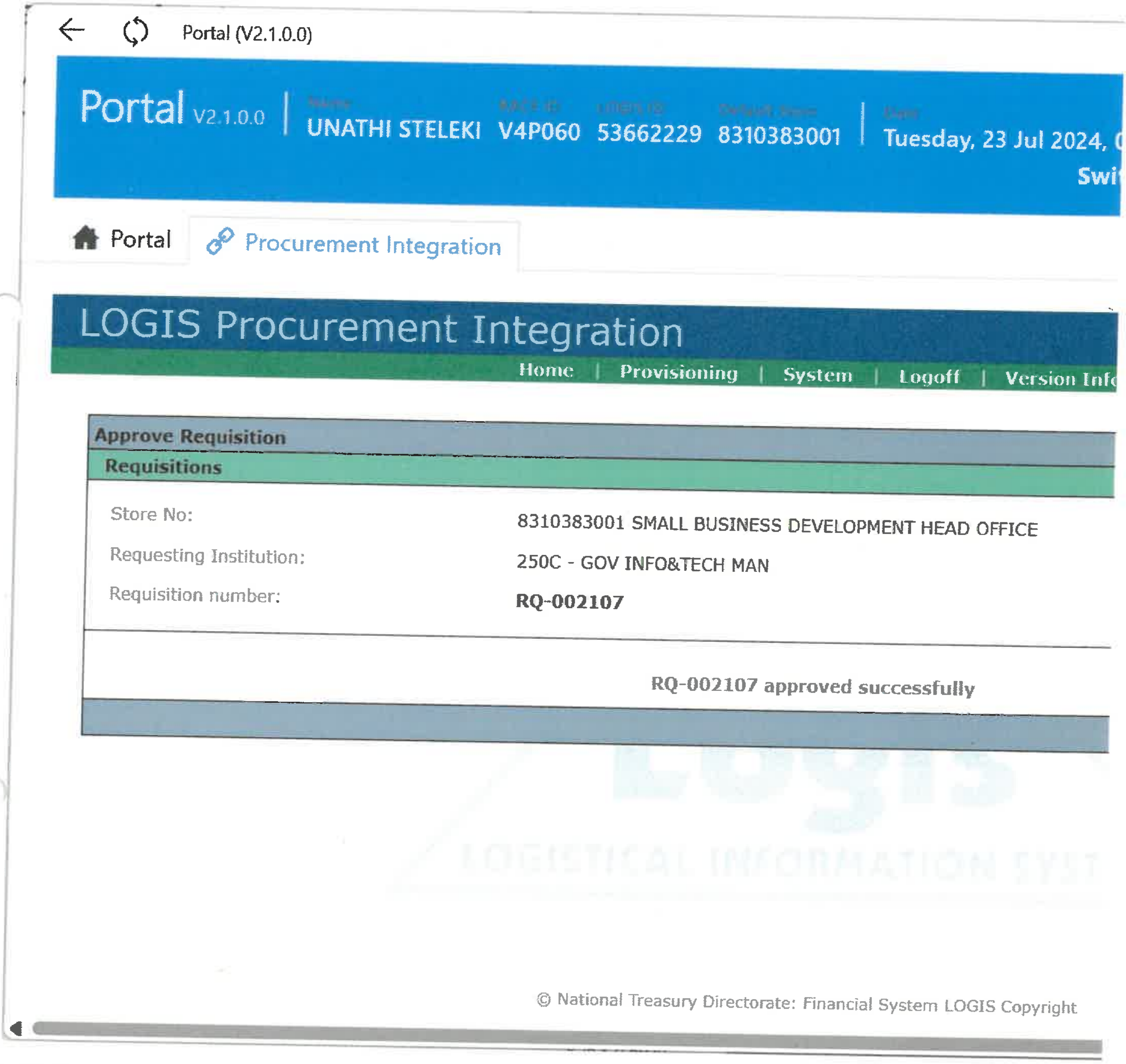
SIGNATURE & NAME PRINTED OF COST CENTRE CLERK (CCM KGOSI SIGNATURE:____________ DATE: 23/07/ 2024

SIGNATURE & NAME PRINTED OF COST CENTRE MANAGER U STELEKI SIGNATURE:____________ DATE: 23/07/ 2024

SIGNATURE & NAME PRINTED (BUDGET CONFIRMATION): ____________ SIGNATURE:____________ DATE: ____/____/ 20

Morongwa Kgosi

From: Unathi Steleki
Sent: Tuesday, 23 July 2024 09:23
To: Morongwa Kgosi
Subject: RE: please approve



From: Morongwa Kgosi <MKgosi@dsbd.gov.za>
Sent: Tuesday, July 23, 2024 9:18 AM
To: Unathi Steleki <USteleki@dsbd.gov.za>
Subject: please approve

Hi Una

Please approve

small business development
Department: Small Business Development
REPUBLIC OF SOUTH AFRICA

DSBD: REQUEST FOR QUOTATIONS (RFQ) FOR GOODS, ASSET AND SERVICES

REQUEST NO: ____________

PART A

Chief user name: Mbali Mbatha
Chief User no: Corporate Management Services
Responsibility/ Unit: D: GI &CTM

RFQ date : 23 July 2024
Contact number : 066 478 8344
Contact name : Elmon Lekoloane

Date Service Required : 1 April 2024

Description of goods, assets and services required. (If not sufficient space, attach a separate specification document):	Estimated Amount R
Software support Electronic Document delivery services for the department for the period of 2 years	4411. 33

BAS/LOGIC Allocation Detail	
FUND	
INFRASTRUCTURE	
ASSETS	
PROJECT	
OBJECTIVE	CORPORATE MANAGEMENT SERVICES
RESPONSIBILITY	D: GOVERNMENT INFORMATION AND COMMUNICATION TECHNOLOGY MANAGEMENT
REGIONAL IDENTIFIER	
ITEM	

LOG 1 CAPTURER	LOG 1 VERIFIER

Motivation/Reason for requesting quotations (if not sufficient space, attach a separate specification document):
Software support Electronic Document delivery services for the department for period of 2 years

small business development
Department:
Small Business Development
REPUBLIC OF SOUTH AFRICA

DSBD: REQUEST FOR QUOTATIONS (RFQ) FOR GOODS, ASSET AND SERVICES
REQUEST NO: ____________

Requester:
Name : Elmon Lekoloane
Date 23 July 2024
Signature: Elmon

Delegated Official approval:
Name : Mbali Mbatha
Date : 23 July 2024
Signature

BUDGET AVAILABILITY (CONFIRMATION)			
Budget Availability (Amount)	R2 028 183	Date of Approval	24/07/2024
Comments by Budget Officer:			

Delegated Official (Budget Confirmation):
Name : Phelelisiwe Ramafalo
Date : 24 July 2024
Signature : PRamafalo

small business development
Department: Small Business Development
REPUBLIC OF SOUTH AFRICA

DSBD: REQUEST FOR QUOTATIONS (RFQ) FOR GOODS, ASSET AND SERVICES
REQUEST NO: ____________

PART B : APPROVAL AND ACCEPTANCE OF QUOTATIONS

Recommended service provider based on highest PPPFA points: ______ Amount: R4411.33

Do you have any interest in or relationship (family, friend, other) with the attached selected companies? Indicate YES / NO on the table below.

Delegated signatories	Approved for ordering (signature)	Approving official (Initial and Surname)	Declaration of Interest	Amount accepted (as per the quotation)
Director Up to R200 000.00 Date			YES / NO(if yes specify)	
Chief Director >R200 000.00 up to R400 000.00 Date 23 July 2024		M Mbatha	YES / NO(if yes specify)	R4411.33
Deputy Director-General >R400 000.00 up to R999 999.99 Date			YES / NO(if yes specify)	
Director General Unlimited Date			YES / NO(if yes specify)	

Thresholds for approval of expenditure upon receipt of quotations and a comparative schedule. Please note that ONLY officially appointed as Budget Managers can accept quotations. If acting on behalf of the Budget Manager, is delegation to act attached? YES/NO

small business development
Department: Small Business Development
REPUBLIC OF SOUTH AFRICA

DSBD: REQUEST FOR QUOTATIONS (RFQ) FOR GOODS, ASSET AND SERVICES
REQUEST NO: ______________

Proposed Process

1. An applicant will fill in the form for the required service and the delegated applicant and delegated budget manager will sign and send the form to SCM.
2. SCM will do quotations and send the form to budget office with the lowest quoted amount.
3. Budget office will then confirm budget sign and cc the applicant to update on the status.
4. Budget office and SCM will be responsible for commitment and Budget will verify and do follow ups on the commitments captured on BAS if the service invoice was paid and cleared on BAS to ensure the commitment column is a true reflection of the existing commitments.

If SCM and Budget agree of the process the process will be effective immediately and the necessary assistance will be given to the applicant/client

small business development
Department:
Small Business Development
REPUBLIC OF SOUTH AFRICA

TO	:	DIRECTOR GENERAL (ACTING) MS THULISILE MANZINI
THROUGH	:	CHIEF FINANCIAL OFFICER (ACTING) MR IAN CHABALALA
FROM	:	DEPUTY DIRECTOR: IT & IM MR ELMON LEKOLOANE
DATE	:	25 April 2024

REQUEST FOR APPROVAL: ADDENDUM TO SITA PRIMARY SLA 8211_001

CLASSIFICATION: CONFIDENTIAL

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1. PURPOSE

1.1 To request the Acting Director General (ADG) to sign and approve an addendum to the SITA Primary Service Level Agreement (SLA) 8211_001 for purposes of adding the Electronic Document Delivery (EDD) service to the SLA.

2. BACKGROUND

The EDD service is not included on the current SITA SLA 8211_001 which expires at the end of the 2025/26 financial year. The EDD service enables the department's employees to receive Pay Slips, IRP5s, and Adjustment Letters electronically. This eliminates the need for the department to keep voluminous amounts of paper records which are prone to being lost and unauthorized disclosures. It is against this background that this service is sought to be added to the SITA SLA 8211_001.

3. ATTACHMENTS

- **ADDENDUM 01 TO Annex_001-K VERSION 1.0**
- **Annex K to SLA 8211_001**
- **SLA 8211_001**

4. LEGISLATIVE IMPLICATIONS

4.1 The SITA Act 88 of 1998.

5. ORGANISATION IMPLICATIONS

5.1 The EDD service will enable the department to receive Pay Slips, IRP5s, and Adjustment letters electronically.

6. FINANCIAL IMPLICATIONS

6.1 The total cost for the EDD service for the 2024/25 financial year is R2 152.92, while the cost for the 2025/26 financial year is R 2 258.41. The expenditure will be covered through Voted fund Programme 1: ICT Unit.

Budget Available **YES** ☑ **NO** ☐ The budget is available

Ms. Josephine Dube

Deputy Director: Management Accounting

Signature Josephine Dube Date 25 April 2024

7. RECOMMENDATION

7.1 It is hereby recommended that the Acting Director General (ADG) sign and approve an addendum to the SITA Primary SLA 8211_001 for purposes of adding the Electronic Document Delivery (EDD) service to the SLA.

REQUESTER

MR ELMON LEKOLOANE
DEPUTY DIRECTOR: IT & IM
DATE: 25 April 2024

REQUEST SUPPORTED **YES** ✓ **NO** ☐

MR IAN CHABALALA
CHIEF FINANCIAL OFFICER (ACTING)
DATE: 25 April 2024

The system period can be extended and be aligned to the main agreement with SITA

REQUEST SUPPORTED **YES** ✓ **NO** ☐

MS MBALI MBATHA
CHIEF DIRECTOR: CORPORATE MANAGEMENT SERVICES
DATE: 26 April 2024

7. RECOMMENDATION

7.1 It is hereby recommended that the Acting Director General (ADG) sign and approve an addendum to the SITA Primary SLA 8211_001 for purposes of adding the Electronic Document Delivery (EDD) service to the SLA.

RECOMMENDATION APPROVED **YES** ✓ **NO** ☐

The Department may want to look into a permanent solution

____

MS THULISILE MANZINI

DIRECTOR GENERAL (ACTING)

DATE: 22 July 2024

Annex K to SLA 8211_001: Electronic Document Delivery

Document No:	8211_K
Version:	2.0
Author:	E. Guldenpfennig
Effective Date:	01 April 2024
Electronic File:	8211_K ver 2.0

Annex K: Electronic Document Delivery

K1. Service Classification

This Service is classified as Electronic Document Delivery in terms of the SITA Products and Services Catalogue and as a non-mandatory service in terms of the SITA Act.

K2. Reference(s)

a) Notice from National Treasury dated 21-07-2020, document number: PERSAL Notice Number 363.

K3. Benefit Statement

#	Aspect of business challenge	Value statement	
		Area	Statement
1	Going Green	Cost	No more paper usage
2	Planned business	Time	Contracted SLA for 3-5 years
3	Duplication	Cost	Government entities need not cater for EDD equipment, personnel and human resources
4	Service delivery	Cost	The speed that SITA can deliver the documents is possible through our capacities
5	Efficiency	Time	The automation capability enabled by cloud computing reduces routine tasks such as system/environment provisioning and de-provisioning. Relief from these tasks enables SITA IT to focus more on value added initiatives and projects to improve the competitiveness of the business.

K4. Electronic Document Delivery – Configured Service

K4.1 Service Metric:

	Service Offering	Service Description	Configured Service		Workload		Service Components	Measurement		
			Basic features	Additional features required	Contracted	Cap		Metric	Unit of measure	
Electronic Document Delivery	Electronic Document Delivery	Receiving / merging / manipulating of variable data to be processed on predefined templates and distributed to various platforms.(SMS, E-Mail, Web enabled Platforms)	EDD		12 million documents within contracted timeframe	Unlimited Documents within contracted timeframe	Pre-processing	1. Number of hours 2. % instances meet	1. Hours 2. Volumes	Service Management
			Any pre-processing added							
			Document composition							
			Forms design							
			Backup service							
			SLA Reporting							
			24 x 7 (including public holidays)				EDD	1. 99% of documents processed within contracted timeframe 2. 95% of incidents will be resolved within resolution times rolled up across all priorities as follows: • Critical: 4 Hrs • High: 8 Hrs • Med: 16 Hrs • Low: 32 Hrs	1. Hours 2. Percentage	
			Volume (>10 million documents) vs. contracted timeframe							
			Scheduled capacity to be added after hours							
			Pressing timelines							
			Prioritization							
			Storage				EDD server storage	1. 99% Availability	1. % Availability	
			Electronic Document Delivery							

Service Desk	The handling of agreed inbound communication channels within acceptable response times and quality levels.	1. Responsiveness and quality of Service Desk	None Available			1. Service Desk: Call Answering	1. 80% of calls handled in 20 seconds. 2. 80% Satisfaction Levels	Responsiveness and quality of Service Desk
Incident and Request Management	Implementation of the Incident/ Request Management process supporting effective monitoring and escalation as defined by the escalation procedure with the Customer.	2. Incident / Request Escalations	None Available			2. Incident and Request Management: Monitoring and escalation	90% Escalations as per agreed escalation procedure	Incident / Request Escalations
Incident Management	Provision of Incident/ Request Management reports on the performance of all Technical Support environments.	3. Availability of Incident/ Request Management Performance Reports	None Available			3. Incident Management: Reporting on performance against all Incidents and Request	90% Availability of Service Management Reporting Platform	Availability of Incident/ Request Management Performance Reports

K4.2 Services Detail

Product/ Service Category	Product/ Service Sub Category	Product/ Service Component	Product/ Service Component Description	Product/ Service Measures	Definition of Product/ Service measures	Service Level Metrics	Dependencies
Electronic Document Delivery	Electronic Document Delivery	Pre-processing: (scanning, data conversion, document composition, form creation)	Preparation of raw data into a preferred printable print stream for printing and a readable print stream for viewing.	1. Number of hours 2. % instances met	Number of hours and/or Number of pages handled	1. 24 hours for processing services 2. 95% of instances (volumes and timeframe) met	• Timely supply of data
Electronic Document Delivery	Electronic Document Delivery	Electronic Document Delivery	Receiving / merging / manipulating of variable data to be processed on predefined templates and distributed to various platforms.(SMS,E-Mail, Web enabled Platforms)	1. Number of documents processed 2. Time period	Number of hours and/or Number of pages handled	99% of documents processed within contracted timeframe. 2. 95% of incidents will be resolved within resolution times rolled up across all priorities as follows: • Critical: 4 Hrs • High: 8 Hrs • Med: 16 Hrs • Low: 32 Hrs	Scanning: • Condition of original document • Timely supply of original documents to be scanned Data conversion: • Data integrity • Timely supply of original data to be converted Document composition: • Data integrity • Timely supply of original data to be converted • Specifications from client Forms design: • Data integrity • Timely supply of original data to be placed • Specifications from client for outlay
Electronic Document Delivery	Electronic Document Delivery	Electronic Document Delivery Server Storage	Storage and archiving of data	Availability	Storage Availability Online 1 Year	99% availability	• Timely supply of data

Product/ Service Category	Product/ Service Sub Category	Product/ Service Component	Product/ Service Component Description	Product/ Service Measures	Definition of Product/ Service measures	Service Level Metrics	Dependencies
Electronic Document Delivery	Electronic Document Delivery	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 telephone calls handled in 20 seconds, and e-mail calls within 30 minutes, over a period of one calendar month 2. 80% Satisfaction Levels, i.e. (Inbound calls)	1. Volumes of calls as per proposal not exceeding (10) per month also taking into account demand patterns. 2. Volumes of emails / faxes as per proposal not exceeding (100,000) per month also taking into account demand patterns. 3. Level of users participating in the survey to obtain a reasonable sample impact by Client intervention.
Electronic Document Delivery	Electronic Document Delivery	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 Client	Incident / Request Escalations	% of automated escalations carried out as per agreed escalation procedure.	90% escalations as per agreed escalation procedure	1. The Client must provide a process owner. 2. As per agreed scope of the escalation procedure enabled by the Client and/or 3rd Parties.
Electronic Document Delivery	Electronic Document Delivery	Incident and Request Management: Reporting on performance against all Incidents and Requests	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: • Mean Time to Resolve (MTTR) per service category and priority • Mean Time to Respond (MTTr) per service category and priority	90% Availability of Service Management Reporting Platform	1. Process / Procedures must be followed by Client and/or 3rd Parties. 2. Information integrity captured by Client and/or 3rd Parties. 3. Performance service levels are to be defined by Client for parties involved in execution for SITA to monitor, evaluate and report on performance

K5. Roles and responsibilities

Service Sub-category	Responsibilities	
	SITA	Client
Pre Processing	1. SITA is responsible for the processing of data provided by the application programs of the Client/ application owner. 2. SITA shall backup and store all master files, forms, logos and graphics. 3. SITA shall maintain adequate levels of consumables.	1. The application owner shall inform SITA in writing at least 30 working days in advance of any change regarding processing requirements of resources or of a change in service procedures. All changes shall be channelled through the SITA Service Desk. 2. The Client/ application owner shall inform SITA on the same day when delivery has been taken of the processed documents, whether any erroneous processing has occurred. 3. The application owner/Client shall inform SITA before 12:00 on Fridays if special runs are to be required over weekends.
EDD	1. Processing of data provided by the application programs of the Client/ application owner. 2. Correct execution of the tasks. 3. Inform the application owner one (1) calendar month in advance of any change or upgrade. 4. Backup and store all master files, forms, logos and graphics. 5. Maintain authorised access control. 6. Compile annual processing schedule together with all parties. 7. SITA will prioritize distribution based on the following criteria: • Email present, cell number present – Email • Email present, cell number absent – Email • Email absent, cell number present – SMS • Email absent, cell number absent - upload	1. Responsible for the integrity and correctness of the input data together with the application owner. 2. Inform SITA in writing at least 30 working days in advance of any change regarding processing requirements of resources or of a change in service procedures via the SITA Service Desk. 3. Inform SITA on the same day when delivery has been taken of the processed documents of any erroneous processing. 4. Comply with the minimum security requirements governing the service as specified in the References. 5. Inform SITA before 12:00 on Fridays if special runs are to be required over weekends.
Post Processing	1. SITA shall maintain adequate levels of Service 2. Ensure quality of processing and media.	1. Clear post processing instructions.

K6. Pricing

SITA is currently in the first bracket but will invoice accordingly based on increasing volumes. Invoicing will indicate where SITA is with regards to volumes. The pricing model is usage based and also volumes driven:

K6.1 Pricing from 01 April 2024

Client Monthly Costing	Quantity	Cost
Monthly Pay slips	357	R 135.66
	15% Vat	R 20.35
	Annual Total (VAT incl.)	**R 139.09**
Client Monthly Costing	Quantity	Cost
Annual Pay slips	4 284	R 1,627.92
Annual IRP5's	321	R 122.09
Annual Adjustment Letters	321	R 122.09
	15% Vat	R 280.82
	Annual Total (VAT incl.)	**R 2,152.92**

K7. Penalties

If SITA fails to achieve the service levels that are stipulated 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 will be responsible for a 5% penalty for the unavailability of this service to the value of transactions not met within the SLA between SITA and its clients. This penalty will not be enforced if the unavailability of the services is due to power failures and/or SITA's infrastructure. Credit notes will not be processed for such penalties in the event of the Client's Account being in the arrears.

K8 Dependencies and constraints

K8.1 Dependencies:

1. The timely provision of the exact specifications and correct implementation date of requests related to form, font and logo design or modification.
2. The written approval by the Client of the concept design of logos, font and forms, before implementation.
3. The Client's correct definition of the forms, fonts and logos in the application forms.
4. The written approval by application owner of the concept design of logos, font and forms, before implementation.

K9. Certification:

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

This Annex shall be effective from 1 April 2024 until 31 March 2026.

Thus done and signed at Pretoria on this 25 day of April 2024

Signature:

Full names: Thulisile Manzini
On behalf of the Department of Small Business Development
And duly authorised thereto

Thus done and signed at Centurion on this 24th day of April 2024

Signature: p.p.

Full names: Elsje Guldenpfennig
On behalf of State Information Technology Agency SOC Ltd
And duly authorised thereto

ADDENDUM 03 TO 8211_001 ver 2.0 (PRIMARY SLA 8211_001 VERSION 2.0)

between

DEPARTMENT OF SMALL BUSINESS DEVELOPMENT

(hereinafter referred to as "the Client")

and

STATE INFORMATION TECHNOLOGY AGENCY (PTY) LTD

a state-owned company registered in terms of the Companies Act, 2008 (Act 71 of 2008), as amended
Registration number 1999/001899/30
(hereinafter referred to as "SITA")

(jointly referred to as the Parties)

1. INTRODUCTION

1.1. The parties entered into Primary SLA 8211_001 ver 2.0 on 01 April 2016

1.2. The parties have agreed on the amendment of the Agreement, as set out hereunder.

1.3. This Addendum constitutes an agreed written amendment to the Primary SLA 8211_001 ver2.0.

2. ADDENDUM TO THE SLA

2.1. Addendum to Primary 8211_001 ver. 2.0. This Addendum is legally binding.

2.2. **All other provisions of the SLA which have not been amended by this addendum will remain enforce.**

3. COMMENCEMENT OF THIS ADDENDUM

3.1. Notwithstanding the date of signature of this Addendum, this Addendum shall commence on 01 April 2024 until March 2026.

4. AMENDMENT TO AGREEMENT

The below table depicts the cost breakdown of all services rendered through various annexes.

4.1. The parties agree that the Agreement is amended to reflect all the service annexes that are linked to the Primary SLA and the costing associated thereof will cover the period from 01 April 2024 to 31 March 2026.

5. CONFIRMED FINANCIAL IMPLICATION

5.1. The below table confirms the financial implication on Primary SLA 8211_001 ver 2.0

Description	Annex	Annual Total (2024/25)	Estimate price (2025/26)
Mainframe Hosting	E	R335 223.53	R351 649.48
LAN and Desktop Support (Security Management s & Desktop Management services)	F	R2 156 218.61	R2 261 873.32
LAN and Desktop Support	G	R151 261.32	R158 673.12
Hosted Batch Printing	H	Annex to be terminated	
Electronic Document	K	R2 152.92	R2 258.41
Total per annum (15% VAT Included)		**R2 644 856.38**	**R2 774 454.34**

6. GENERAL

6.1. No amendment to this Addendum shall be valid unless reduced to writing and signed by the duly authorised representatives of both parties.

7. SIGNATURES

Thus, done and signed at Benoni on this 24 day of April 2024.

Nkosi

SIGNATURE

FULL NAMES: BONKE NKOSI

On behalf of the **State Information Technology Agency SOC LTD**

And duly authorised thereto

AS WITNESS

AS WITNESS

Thus, done and signed at Pretoria on this 25 day of April 2024.

SIGNATURE

FULL NAMES: Thulisile Manzini

On behalf of the **Department of Small Business Development**

And duly authorised thereto

AS WITNESS

AS WITNESS

Service Level Agreement

For SITA services delivered to the Department of Small Business Development

Document No.: 8211_001

Revision: 2.0

Author: W Khumalo

Effective Date: 01 April 2016

Electronic File: 8211_001

SITA

state information technology agency

I E

CONTENTS

CONTENTS

1 Notice

Document enquiries can be directed to:
SITA (SOC) Ltd. PO Box 26100, MONUMENT PARK, 0105, SOUTH AFRICA

Attention: Adolf Nkuna - «Adolf.nkuna@sita.co.za
Telephone: «012 482-3138

2 Preamble

This service level agreement forms part of the Business Agreement (eOCSM-00010) entered into between the Department of Small Business Development and the State Information Technology Agency (SOC) Ltd, and is subject to the documents listed below.

This service level agreement is subject to and has been drafted in accordance to the following regulatory and legal requirements:

a) State Information Technology Agency Act No. 88 of 1998 as amended by the State Information Technology Agency Act 38 of 2002 [signed by the President on 31/10/2002 and published in the Gazette No. 24029 of 7/11/2002];
b) State Information Technology Agency Act, 1998: General Regulations;
c) Public Finance Management Act,1999 (Act No. 1 of 1999); and
d) Treasury Regulations for departments, trading entities, constitutional institutions and public entities issued in terms of the Public Finance Management Act, 1999.

3 Parties to this service level agreement

The parties to this service level agreement are:

a) The Department of Small Business Development, hereinafter referred to as the client; and
b) State Information Technology Agency (SOC) Ltd, established in terms of the State Information Technology Agency Act, 1998 (Act No. 88 of 1998 as amended), registered under the Companies Act, 1973 (Act No. 61 of 1973), company registration number 1999/001899/07, hereinafter referred to as SITA.

4 Statement of purpose

The purpose of this service level agreement is to establish the level of service delivery between the client and SITA, acting as the service provider, for the rendering of SITA services.

The primary purpose is to establish a cooperative agreement between SITA and its client and to:

a) define the services to be provided;
b) define the context of services provision or service workload profile;
c) define clear and consistent service expectations;
d) outline agreed roles and responsibilities; and
e) deliver services that are measured, monitored, reported and reviewed for continuous improvement.

5 Acronyms and definitions

The acronyms and definitions for the terms indicated in this service level agreement are detailed in annex A.

6 Interpretations of the service level agreement

a) All human resources for this service shall be supplied by SITA and fall under the jurisdiction of SITA.

b) SITA representatives shall not accept, negotiate or perform any other tasks or duties outside the scope of this service and shall only accept duties and tasks from the SITA manager.

7 Agreement validity

a) SITA cannot be held responsible for the delivery of the services detailed in this service level agreement until such time as this service level agreement is signed off by all the parties to this agreement.

b) This service level agreement rescinds and replaces any previous service level agreement regarding SITA services with the client.

c) Prior drafts of this service level agreement or verbal agreements shall not be taken into account in the interpretation of the contents of this service level agreement.

7.1 Agreement period

This service level agreement shall be effective from 01 October 2014 until the latest termination date of the services as defined in individual annexes.

7.2 SLA review statement

a) This service level agreement shall be subject to an annual review and renegotiation, to allow for requirements change, which must be negotiated and agreed by the parties.

b) In addition, any change to the Act or any other legislation that may materially affect any party to the agreement to request the renegotiation thereof.

c) This document is subject to the SITA Change Management process. No alteration of, variation of or amendment to this service level agreement is of any force and effect unless it is reduced to writing and signed by the parties.

8 Services

The ICT services to be rendered to the client in accordance to this service level agreement are defined in detail in separate annexes from annex E onwards. Each service annex shall depict the detail of the services including, but not limited to, the benefit statement, quantities, level of service and the pricing thereof. These service annexes provide for the delegated technical decision makers to sign in certification of the services.

9 Financial governance

9.1 Pricing

Annex C gives an overview of the financial implications of this SLA and its annexes.

9.2 Payment terms

Standard payment terms require the settlement of all moneys due within 30 days from the receipt of an invoice. These payment terms shall be enforced, unless agreed otherwise in the specific terms and conditions with clients and approved by the responsible executive.

9.3 Charging interest on overdue accounts

Interest will be charged on all debt over 60 days in line with the following principles:

a) Interest shall be charged on overdue accounts.
b) Interest shall be calculated at prime interest rate.
c) Interest shall accumulate on a daily basis and be capitalised on a monthly basis.

9.4 Suspension of services

Services may be suspended if an account is not settled within the agreed upon payment terms. The following principles will apply to the suspension of services:

a) A service suspension may only be applied after the client has been furnished with 30 (thirty) days written notice of SITA's intention to implement the service suspension;
b) Service suspensions may differentiate between different services delivered to a specific client;
c) Customers must be notified in writing once their services have been suspended.

9.5 Additional requests

a) Requests for additional services or the additional utilisation of the services as listed in this service level agreement is subject to logging the request with the SITA Customer Contact Centre on 0800 SITACARES (0800 748222).
b) Requests for service are actioned as per the SITA Request Fulfilment process in Annex D that in turn shall trigger the relevant SITA processes to ensure efficient actioning of the request.
c) All service requirements must be negotiated on request as per service catalogue as published on regular intervals on www.sita.co.za.
d) Should the request fulfilment process result in a change of the pricing of any of the annexes, the annexes shall be updated and annex C shall also be amended, on a six months basis to reflect the latest pricing.

9.6 Price escalation

Prices are subject to annual review and shall be escalated in accordance to SITA and NT approved tariffs. In the absence of such a tariff CPI shall apply.

9.7 Penalties

Should SITA fail to achieve the service levels that are stipulated in the service annexes, 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 (in the following month's invoice) with an amount calculated as set out in the relevant annex. If the client's account with SITA is in arrears the said credit note shall be applied against outstanding invoices.

10 Responsibilities

This section details the responsibilities of the client and SITA in terms of this agreement.

10.1 SITA responsibilities

a) SITA shall ensure adequate capacity to deliver services as detailed in the attached annexes.
b) Service level agreement meetings:
    i) SITA shall be represented by the SITA Account Manager and applicable SITA Lines of Business managers at monthly SLA meetings. Regional SITA representatives shall attend the meetings when held at regional level.
    ii) Service report(s) shall be produced by SITA on a monthly basis to be discussed at the SLA meetings. These service reports shall demonstrate service level performance achieved during the reporting period. The client reserves the right to request additional information pertaining to any matters or issues raised in or relevant matters or issues omitted from a progress report.

iii) During these meetings the customer's SIP shall be discussed with regard to progress on remedial actions, new issues to be added to the SIP and issues resolved.

10.2 Client responsibilities

a) Compliance with SITA's recommended technical standards and specifications to realise this SLA.
b) Providing SITA with accurate information when completing and submitting service request applications.
c) Providing SITA with the client's ICT Strategic Plans.
d) Advising SITA of significant changes in usage forecasts, planned implementation of future changes or new service requirements where SITA shall be impacted.
e) For any service interruptions the client is to notify SITA by logging a call with the SITA Service Desk via the toll-free number 0800 11 55 75. Please refer to annex D for the detailed process to be followed.
f) Ensure the availability of a customer representative when resolving a service related incident and/or request.
g) Service level agreement meetings are to be attended by the CIO or designee, and for Departmental specific services the Head of Department or designee.
h) Minutes of the SLA and Service Review meetings referred to in clause 10.1 above are to be provided by the Chairperson and circulated within seven working days to all attendees and persons identified in the distribution list of the minutes.
i) Meetings shall be held at least monthly, unless agreed to otherwise in the specific service Annex, convened by the client and shall take place at a venue as agreed upon.

11 SLA approval

Thus done and signed at GRASMUSKLOOF on this 30th day of MARCH 2017

Signature

Full names: PIETER COGNIZZ

On behalf of State Information Technology Agency (SOC) Ltd and duly authorised thereto

Witnesses: 1. Signature

Full name BONGINKOSI MKHATSHWA

2. Signature

Full name

12 SLA acceptance

Thus done and signed at PRETORIA on this 8th day of SEPTEMBER 20 17

Signature

Full names: EDITH VRIES

On behalf of the Department of Small Business Development

And duly authorised thereto

Witnesses: 1. Signature

Full name BONGINKOSI MKHATSHWA

2. Signature

Full name N. WILLIAMS

Annex A : Acronyms and definitions

A.1 Acronyms

SITA	State Information Technology Agency
SLA	Service Level Agreement
CIO	Chief Information Officer
CPI	Consumer Price Index
DG	Director General
ICT	Information Communication Technology
NT	National Treasury
PFMA	Public Finance Management Act
SIP	Service Improvement Plan

A.2 Definitions

Business Agreement	A business agreement to regulate the relationship between the Client and SITA that is supported by a service level agreement negotiated between the two parties.
Chairperson	Means the Head of Department or designee at SMS level.
Chief Information Officer	Means the head of the Branch: Centre for e-Innovation in the Department of the Premier of the Western Cape Government.
Incident	Any event which causes, or may cause, an interruption to, or a reduction in, the quality of a service.
Party	Means the parties to this Service Level Agreement, being SITA on the one hand and the client on the other.
Service Level Agreement	This agreement signed by the parties and negotiated in terms of 20(2) of the State Information Technology Agency Act, 1998 as amended.
SITA Act	The State Information Technology Agency Act, 1998 (Act No. 88 of 1998), as amended.

Annex B : Corporate terms and conditions

B.1 Dispute resolution and arbitration

a) In the event that a party wishes to declare a dispute in terms of this agreement, the dispute shall be declared in writing by:
   i) SITA to the DG/Delegated Authority of the client ; or
   ii) the DG/Delegated Authority of the client, to SITA.

b) The parties shall make every reasonable effort to settle a dispute between them amicably through conciliation and negotiation within 30 days after the aggrieved party gave written notice to the other party.

c) If a dispute cannot be so settled or the subject-matter of the dispute necessitates settlement before the end of the thirty (30) day-period; either party to the dispute may refer the matter to the Minister for mediation.

d) If mediation fails, either party may refer the dispute for arbitration to the office of the State Attorney, which is located closest to the parties' head office.

e) The State Attorney shall act as the arbitrator and his/her decision shall be final and binding on the parties.

B.2 Termination of this agreement

This service level agreement may be terminated as per the Business Agreement. Where this service level agreement is terminated, any remaining obligations shall be submitted as a dispute and resolved in terms of the dispute process.

Annex C : Summary of financial implications

C.1 Price summary

Description	Annex	Total price year 1 (2016/17	Estimate price year 2 (2017/18	Estimate price year 3 (2018/19
Mainframe Hosting Service	E	R 204,032.95	R 241,224.14	R 256,903.71
LAN and Desktop Support Service	F	R 3,192,062.56	R 3,661,453.30	R 3,873,817.59
LAN and Desktop Support Service (Plein Street)	G	R 53,479.09	R 97,637.64	R 103,983.96
Hosted Batch Printing Service	H	R 10,874.24	R 11,504.95	R 12,252.77
Total per annum (14% VAT Included)		**R 3,460,448.84**	**R 4,011,820.03**	**R 4,246,958.03**

a) Year 1 and 2 shows the price of the annexes to this document. Year 3 shows a yearly estimated increase for budgetary purposes.
b) Should the request fulfilment process result in a change of the pricing of any of the annexes, the annexes shall be updated, and annex C shall be amended on a 6 months basis to reflect the latest pricing.
c) The service annexes that change in price as per clause *b* above as well as this annex, mayl be amended on a 6 months basis to reflect the latest pricing.
d) The pricing will be in accordance with the tariffs as published by the National Treasury from time-to-time, where National Treasury tariffs are applicable.

Annex D : Service Request Logging Procedure

D.1 Service Request logging supporting this SLA

D.1.1 Service Desk

Operational hours: 07:30 – 16:00

D.1.2 Incident and request logging via telephone

During normal business hours all incidents and requests should be reported to the SITA IT Service Desk on the toll-free number 0800 11 55 75. A unique reference number shall be provided to the caller to be used during an enquiry.

D.1.3 Incident and request logging via e-mail

Incident and requests should be e-mailed to the IT Service Desk at sitasc@sita.co.za A unique reference number shall be e-mailed to the originator, which shall be used during an enquiry.

D.1.4 Incident and Request logging via Fax

Incident and requests should be logged by means of a fax to 012 367 5000.

D.1.5 Information required when logging an Incident or Request

When reporting an incident or a request (by telephone, e-mail or fax), the following information must be provided:

a) department;
b) caller surname;
c) caller name;
d) caller telephone number;
e) cell number [if available];
f) contact surname;
g) contact name;
h) contact telephone number (if out of office cell number is requested);
i) employee number (e.g. PERSAL number);
j) building name;
k) physical address;
l) floor and room number;
m) type of call (incident or request);
n) description of the incident/request; and
o) e-mail address [if available].

This information shall be recorded and verified by the Service Desk agent.

D.2 Pending, resolved and closed Incidents and Requests

D.2.1 Pending (suspending) an Incident and Requests

SITA may suspend an incident or request which is a status that indicates that SITA is dependent on the client's intervention. Time in this status is excluded from service level performance calculations. The following suspending categories refer:

a) **Client Hold**

Client not available/client requesting technician to attend to call at a later time

b) **Client Action Required**

Client has to test/ the client has to approve a quotation

c) **Local Site Action Required**
Technician on site has to give assistance (this would specifically be used on Wide Area Networks for e.g. resetting of a router)

d) **Purchase Order Approval**
Client has to provide a purchase order number

e) **Registration Approval**
Client has to provide approved registration form

f) **Supplier Delivery**
Awaiting delivery of equipment from a supplier

g) **Third Party Vendor Action Required**
Hardware support required

h) **Infrastructure Change**
Awaiting planned/unplanned change implementation

i) **Request**
Call is a request and has to follow quotation procedure

j) **Monitoring Incident**
Work-around has been implemented and/or waiting for the incident to re-occur

k) **Future Enhancement**
Feature requested not available at the moment, requires upgrade and/or patch

D.2.2 Resolving an Incident or Request

An incident shall be resolved when the service is restored.

D.2.3 Closed Incident or Request

An incident or request will be closed 14 days after resolution provided that the client has not indicated dissatisfaction with the resolution.

D.3 Escalations

D.3.1 First Line Support Feedback to Clients

When a client contacts the SITA IT Service Desk to report a service request, feedback will be provided confirming the request with supporting details and reference number via e-mail.

D.3.2 Resolution Feedback to Clients

When the client's service request for support is resolved a feedback notification will be sent via e-mail.

D.3.3 Client Dissatisfaction

Upon receipt of resolution feedback, if the client is not satisfied with the service after resolution and contacts the IT Service Desk within 14 days from resolution the service request shall be re-opened and referred back to the support group to follow up and address the concerns of the client.

D.3.4 Client Follow Up

After the service request for support has been logged and the Client requires feedback and/or wants to provides additional information the client can contact the SITA IT Service Desk on the toll-free number 0800 11 55 75 and select the option to follow up on a previously logged service request.

D.4 Service Request logging for New Services / Changes to Existing Services

D.4.1 Customer Contact Centre

Operational hours: 07:30 – 16:30

D.4.2 Service Request logging via telephone

During normal business hours all service request should be reported to the Customer Contact Centre on the toll-free number 0800 748 222. A unique reference number shall be provided to the caller to be used during an enquiry.

D.4.3 Service Request logging via e-mail

Service Requests should be e-mailed to the Customer Contact Centre at contact.centre@sita.co.za. A unique reference number shall be e-mailed to the originator, which shall be used during an enquiry.

D.5 Client Complaints / Compliments / Suggestions / Enquiries

D.5.1 Customer Contact Centre

Operational hours: 07:30 - 16:30

D.5.2 Complaints/Compliments/Suggestions/Enquiries logging via telephone

During normal business hours all communication should be reported to the Customer Contact Centre on the toll-free number 0800 748 222. A unique reference number shall be provided to the caller to be used during a follow up.

D.5.3 Complaints/Compliments/Suggestions/Enquiries logging via e-mail

Communication should be e-mailed to the Customer Contact Centre at contact.centre@sita.co.za. A unique reference number shall be e-mailed to the originator, which shall be used during a follow up

Annex H to SLA 8211_001: Hosted Batch Printing

Document No:	8211_H
Version:	1.0
Author:	J A Smal
Effective Date:	1 April 2017
Electronic File:	8211_H

SITA

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Annex H : Hosted Batch Printing

H1. Service Classification

This Service is classified as Hosted Batch Printing in terms of the SITA Services Catalogue and as a non-mandatory service in terms of the SITA Act.

H2. Reference(s)

1. None

H3. Benefit Statement

#	Aspect of business challenge	Value statement	
		Area	Statement
1	Economies of scale based on volumes (pages)	Price	Volume discount
2	Planned business	Time	3-5 years SLA for capacity planning
3	Duplication	Price	Government entities need not cater for printing equipment, personnel and human resources
4	Service delivery	Time	The speed that SITA can deliver the printing is possible through our capacities

H4. Hosted Batch Printing – Configured Service

H4.1 Service Metric: Hosted Printing Services

Managed Infrastructure

Service Offering	Service Description	Configured Service: Basic features	Configured Service: Additional features required	Workload: Contracted	Workload: Cap	Service Components	Measurement: Metric	Measurement: Unit of measure
Hosted Batch Printing	Receiving / merging / manipulating of variable data to be printed on predefined templates using high speed digital printers for distribution thereafter. The handling of agreed inbound communicatio n channels within acceptable response times and quality levels. Implementatio n of the Incident/ Request Management process supporting effective monitoring and escalation as defined by	1. Printing service: a. Monochrome (A4/A3) b. Backup service c. 24 x 7 (including public holidays) d. Scheduled capacity e. Secure storage	1. Pre-processing services (optional): a. Scanning b. Data Conversion c. Document composition d. Form creation e. Electronic document creation	12 million A4 monochrome images within contracted timeframe	Unlimited images within contracted timeframe	1. Pre-processing	1. Hours for processing services: a. PERSAL Permanent runs: 72 hours b. PERSAL Supplementary runs: 48 hours c. PERSAL Temporary runs: 48 hours 2. 95% of instances (volumes and timeframe) met	1. Number of hours 2. % instances met
			2. Colour printing (limited) (A4/A3) a. Face value documents b. Prioritization c. Vaults/safekeeping			2. Printing		
			3. Post-processing services (optional): a. Stapling b. Ring binding c. Glue binding d. Sorting			3. Post-processing		

Service Management

	the escalation procedure with the Customer. Provision of Incident/ Request Management reports on the performance of all Technical Support environments.		e. Packaging f. Delivery g. Reconciliation of face value forms					
		2. Responsiveness and quality of Service Desk	None Available			4. Service Desk: Call Answering	1. 80% of calls handled in 20 seconds. 2. 80% Satisfaction Levels	Responsiveness and quality of Service Desk
		3. Incident / Request Escalations	None Available			5. Incident and Request Management : Monitoring and escalation	90% Escalations as per agreed escalation procedure	Incident / Request Escalations
		4. Availability of Incident/ Request Management Performance Reports	None Available			6. Incident Management : Reporting on performance against all Incidents and Request	1. 90% Availability of Service Management Reporting Platform 2. 95 % of calls will be responded to within response times rolled up across all priorities as follows:	Availability of Incident/ Request Management Performance Reports

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H4.2 Services Detail

Service Category	Service Sub Category	Service Component	Service Component Description	Service Measures	Definition of service measures	Service Level Metrics	Dependencies
Hosted Batch Printing	Hosted Batch Printing	1. Printing : (Monochrome Printing (A4/A3), Colour printing (limited) (A4/A3), face value documents)	Comprehensive Printing service offering ensures end-to-end delivery and back-end management of a secure printing environment and includes hardware provisioning and installation, network connectivity and access, failover capabilities, backup and restore and other professional services needed to support a dedicated printing environment.	% instances met	Volumes (amount of pages)	1. Hours for processing services: a. PERSAL Permanent runs: 72 hours b. PERSAL Supplementary runs: 48 hours c. PERSAL Temporary runs: 48 hours 2. 95% of instances (volumes and timeframe) met	Timely supply of data to be printed
Hosted Batch Printing	Hosted Batch Printing	2. Pre processing: (scanning, data conversion, document composition, form creation, electronic document delivery)	Preparation of raw data into a preferred printable print stream for printing and a readable print stream for viewing.	1. Number of hours 2. % Instances met	Number of pages handled and/or Number of hours		1. Scanning: a. Condition of original document b. Timely supply of original documents to be scanned 2. Data conversion: a. Data Integrity b. Timely supply of original data to be converted 3. Document composition: a. Data Integrity b. Timely supply of original data to be converted c. Specifications from client 4. Forms design: a. Data Integrity b. Timely supply of original data to be placed

Service Category	Service Sub Category	Service Component	Service Component Description	Service Measures	Definition of service measures	Service Level Metrics	Dependencies
							c. Specifications from client for outlay
Hosted Batch Printing	Hosted Batch Printing	3. Post Processing: (stapling, ring and glue binding, sorting, packaging, delivery, reconciliation of face value forms)	This service element includes the preparation of media for delivery. This includes all the finishing tasks to be performed on the printed media.	1. Number of hours 2. % Instances met	Volumes (amount of pages) and/or Number of books bound and/or Number of hours		1. Sorting of printed media: a. Specifications from client for sorting 2. Packaging: a. Specifications from client for packaging 3. Delivery: a. Specifications from client for delivery 4. Reconciliation of face value forms: a. Correctness of face value forms delivered to SITA
Hosted Batch Printing	Hosted Batch Printing	4. 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. 2. 80% Satisfaction Levels, i.e. (Inbound calls)	Users participating in the survey to obtain a reasonable sample.
Hosted Batch Printing	Hosted Batch Printing	5. 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.

Service Category	Service Sub Category	Service Component	Service Component Description	Service Measures	Definition of service measures	Service Level Metrics	Dependencies
Hosted Batch Printing	Hosted Batch Printing	6. 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 Respond (MTTr) per service category. b. Mean Time to Resolve (MTTR) per service category.	1. 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
Pre Processing	1. SITA is responsible for the processing of data provided by the application programs of the Client/ application owner. 2. SITA shall backup and store all master files, forms, logos and graphics. 3. SITA shall maintain adequate levels of consumables.	1. The application owner shall inform SITA in writing at least 30 working days in advance of any change regarding processing requirements of resources or of a change in service procedures. All changes shall be channelled through the SITA Service Desk. 2. The Client/ application owner shall inform SITA on the same day when delivery has been taken of the processed documents, whether any erroneous processing has occurred. 3. The application owner/Client shall inform SITA before 12:00 on Fridays if special runs are to be printed over weekends.
Printing	1. Printing and processing of data provided by the application programs of the Client/ application owner. 2. Correct execution of the tasks. 3. Inform the application owner one (1) calendar month in advance of any change or upgrade. 4. Backup and store all master files, forms, logos and graphics. 5. Maintain authorised access control. 6. Compile annual processing schedule together with all parties. 7. Maintain adequate levels of consumables. 8. SITA is responsible for preventative maintenance on the printers as part of standard operational procedures. This occurs without an impact on the Client.	1. Responsible for the integrity and correctness of the input data together with the application owner. 2. Inform SITA in writing at least 30 working days in advance of any change regarding processing requirements of resources or of a change in service procedures via the SITA Service Desk. 3. Inform SITA on the same day when delivery has been taken of the processed documents of any erroneous processing. 4. Comply with the minimum security requirements governing the service as specified in the References. 5. Inform SITA before 12:00 on Fridays if special runs are to be printed over weekends.
Post Processing	1. SITA shall maintain adequate levels of consumables 2. Ensure quality of packaging.	1. Clear post processing instructions.

H6. Pricing

DESCRIPTION	PRICE
Hosted Batch Printing	R 9,538.81
SUBTOTAL PER ANNUM	R 9,538.81
PLUS: 14% VAT	R 1,335.43
TOTAL PER ANNUM	**R 10,874.24**

H7. Penalties

No penalties will be applied as National Treasury is the application owner and controls the data and the output.

H8 Dependencies and constraints

H8.1 Dependencies:

1. Instructions received from the Client with regard to the processing of each printing task.
2. The timely provision of the exact specifications and correct implementation date of requests related to form, font and logo design or modification.
3. The written approval by the Client of the concept design of logos, font and forms, before implementation.
4. Timely and correct receipt of pre-printed materials supplied by the Client.
5. The Client's correct definition of the forms, fonts and logos in the application forms.
6. The timely provision of the exact specifications and correct implementation date of requests related to form, font and logo design or modification.
7. The written approval by application owner of the concept design of logos, font and forms, before implementation.
8. Timely and correct receipt of pre-printed materials supplied by the Client.
9. The Client's correct definition of the forms, fonts and logos in the application forms.
10. Instructions received from the Client with regard to the processing of each printing task.

H8.2 Constraints:

1. Timely and correct receipt of pre-printed materials not supplied by SITA

H9. Certification:

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

This Annex shall be effective from 1 April 2017 until 31 March 2020.

Thus done and signed at PRETORIA on this 8th day of SEPT 2017

Full names: EDITH VRIES

On behalf of Department of Small Business Development
And duly authorised thereto

Thus done and signed at CENTURION on this 14 day of 06 2017

Full names: A. H. MOTAU

On behalf of State Information Technology Agency (SOC) Ltd and duly authorised thereto

Annex E to SLA 8211_001: Mainframe Hosting Service

Document No:	8211_E
Version:	2.0
Author:	Barbara Young
Effective Date:	01 April 2017
Electronic File:	8211_E

SITA

Annex E: Mainframe Hosting Service

E1. Service Classification

Mainframe Hosting Service is classified as Managed Infrastructure in terms of the SITA Services Catalogue and as a mandatory service in terms of the SITA Act.

E2. Reference(s)

None

E3. Benefit Statement

#	Aspect of business challenge	Value statement	
		Area	Statement
1	Economies of scale based on volumes (storage)	Price	An increase of volumes results in a lower price per unit
2	Economies of scale based on CPU utilisation	Price	An increase of volumes results in a lower price per unit
3	Economies of scale over shared capability (licensing, resources, technology, facilities, scalability)	Price	Shared capability for multiple customers results in lower unit cost based on sharing
4	Recovery of data (System failure)	Business Continuity	Recovery of information System data within contracted timeframes
5	Recovery of data (Disaster recovery)	Business Continuity	Recovery of Information System data within contracted timeframes
6	Elimination of duplication of secure Data Centre facilities	Elimination of duplication	Secure, controlled and shared Data Centre environment

E4. Service Category – Configured Service

E4.1 Service Metric: Mainframe Hosting Service

Managed Infrastructure

Service Offering	Service Description	Configured Service		Workload		Service Components	Measurement	
		Basic features	Additional features required	Contracted	Cap		Metric	Unit of measure
Mainframe Hosting	Hosting provides capacity on the information technology infrastructure (hardware and software) in terms of storage, backup, servers, network switches, DBMS, application platforms and systems management software. This capability has a preparation, administration and management, user support and reporting activity associated with it. The collective capability enables information technology systems by means of Hosting Services defined as Mainframe Application Hosting (proprietary, open	1. Managed Data Centre for hosting of ICT infrastructure. 2. Hosting platform together with its operating system environment. 3. Connectivity of mainframe to SITA WAN and data centre network infrastructure. 4. Disk storage capacity and management thereof. 5. Backup and recovery infrastructure and enabling software. 6. Management tools: Capacity, Security, Configuration, Tape Library, Automated Scheduling. 7. Administration: Technical Administration and support of all infrastructure components. 8. Manage the service offering according	None Available			1. System Availability (24X7 Service)	Monthly System Availability of 98%	% System Availability

Service Management

	source).	to approved Service Management Framework. 9. Web Services Administration and Support. (Optional)						
		10. Database Management Systems: Repository for storing transactional data. 11. Database Administration and support. 12. Database Backup and Recovery.	None Available			2. Database Availability	Monthly Database Availability of 98%	% Database Availability
		1. Failover infrastructure for: a. Hosting platform b. Storage platform c. Backup platform 2. Remote Mirroring.	None Available			3. Disaster Recovery (Warm: Passive DR for all service components)	1. Recovery Time Objective: 8 hours 2. DR Testing: Twice a year	1. Hours 2. Number of DR Tests
		1. Responsiveness and quality of Service Desk	None Available			4. Service Desk: Call Answering	1. 80% of calls handled in 20 seconds. 2. 80% Satisfaction Levels	Responsiveness and quality of Service Desk
		2. Incident / Request Escalations	None Available			5. Incident and Request Management: Monitoring and escalation	90% Escalations as per agreed escalation procedure	Incident / Request Escalations
		3. Availability of Incident/ Request Management Performance Reports	None Available			6. Incident Management: Reporting on performance against all Incidents and Request	1. 90% Availability of Service Management Reporting Platform	Platform Availability

			4. Responsiveness to incidents and requests	None Available			7. MTTr / MTTR (Mean time taken to respond / resolve) calls logged for support in a calendar month during business hours.	95% of calls will be responded to within response times rolled up across all priorities as follows, MTTr: a. Critical: 2 Hrs b. High: 4 Hrs c. Medium: 8 Hrs d. Low: 16 Hrs 95% of calls will be resolved within resolution times rolled up across all priorities as follows, MTTR: a. Critical: 4 Hrs b. High: 8 Hrs c. Medium: 16 Hrs d. Low: 24 Hrs	% Respond and Resolve times	

E4.2 Service Detail

Service Category	Service Sub Category	Service Component	Service Component Description	Service Measures	Definition of service measures	Service Level Metrics	Dependencies
Hosting	Mainframe Hosting	1. System Availability	1. Managed Data Centre: Physical location for hosting of ICT Infrastructure. 2. Network: SITA WAN and any data centre network Infrastructures. 3. Storage: Physical storage space required. 4. Backup and Recovery: Backup and recovery infrastructures and enabling software. 5 Hosting Platform: Provide the server hardware together with its operating system environment. 6. Management tools: Capacity, Security, Configuration, Automated Scheduling, Tape Library Management. 7. Administration: Technical Administration and support of all infrastructure components. 8. Manage the service offering according to approved Service Management Framework. 9. Web Services Administration and Support. (Optional)	1. Service Availability 2. System Availability	Monthly SLA reporting on service & system availability	1. Service Availability: 24X7 2. System Availability: 98%	1. Production application systems shall be available as specified in Service Level Metric, except for: a. Scheduled downtime as negotiated with the Application Owner (the Application Owner will notify their users of scheduled downtime). The Application Owner will be informed at least 48 hours in advance of any scheduled downtime. b. Unscheduled downtime in cases of emergency. 2. Extended service hours a. When essential, the availability of services with regard to production application systems additional to the times specified in this SLA may be requested by the Application Owner via the logging of a call at the SITA Service Desk. Requests for extended service hours shall be requested via the Application Owner at least 48 hours beforehand (the notice period may be shorter in cases of emergency) and will be authorized by SITA should it be acceptable.

Service Category	Service Sub Category	Service Component	Service Component Description	Service Measures	Definition of service measures	Service Level Metrics	Dependencies
Hosting	Mainframe Hosting	2. Database Availability	1. Database Management System: Repository for storing transactional data. 2. Administration: Database Administration and support. 3. Backup and recovery: Databases.	Database Availability	Monthly SLA reporting on Database availability	Database Availability: 98% per month	1. Database availability is subject to the operational requirements of the Application Owner. 2. Databases shall be available as specified in Service Level Metric, subject to dependencies of System Availability.
Hosting	Mainframe Hosting	3. Disaster Recovery	1. Failover host platform for: a. Hosting platform b. Storage platform c. Backup platform 2. Remote Mirroring	1. Recovery Time 2. Conducting DR Tests	1. Warm: Passive DR for all service components 2. Bi-annual reporting for DR Testing	1. Recovery Time Objective (RTO) : 8 hrs 2. Testing: Twice a year	1. Connectivity from client site to DR site. 2. Client participation in DR tests. 3. Downtime for DR tests approved by Application Owners. 4. RTO measurement to start upon declaration of a disaster.
Hosting	Mainframe Hosting	4. 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. 2. 80% Satisfaction Levels, i.e. (Inbound calls)	Users participating in the survey to obtain a reasonable sample.
Hosting	Mainframe Hosting	5. 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.

Service Category	Service Sub Category	Service Component	Service Component Description	Service Measures	Definition of service measures	Service Level Metrics	Dependencies
Hosting	Mainframe Hosting	6. 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	1. Provision of access to automated reports on a. Mean Time to Respond (MTTr) per service category. 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.
Hosting	Mainframe Hosting	7. Service Support	Resolution of calls logged by users through defined inbound communication channels	Responsiveness	MTTr /MTTR (Mean time taken to respond /resolve) calls logged for support in a calendar month during business hours.	95% of calls will be responded to within response times rolled up across all priorities as follows, MTTr: a. Critical: 2 Hrs b. High: 4 Hrs c. Medium: 6 Hrs d. Low: 8 Hrs 95% of calls will be resolved within resolution times rolled up across all priorities as follows, MTTR: a. Critical: 4 Hrs b. High: 8 Hrs c. Medium: 16 Hrs d. Low: 24 Hrs	Users must log a call for support via the support process

E5. Roles and responsibilities

Description	Responsibilities	
	SITA	Client
System Availability	1. Operate, manage and maintain ICT infrastructure. 2. Manage the reliability of the service to such an extent that unplanned service interruptions are minimized at all times. 3. Plan and coordinate hardware installations. 4. Manage operating system installations, configurations, new versions, testing, adaptation and deployment by following formal change control processes. 5. Configure and install third party system software products. 6. Protect information from unauthorised, accidental or malicious modification, destruction and disclosure. 7. Adherence to applicable security and Auditor-General requirements as may be set from time to time. 8. Assisting the respective Application Owners with forecasting and planning for the capacity requirements. (where applicable) 9. Ensuring the availability of information as and when needed by the Client. 10. Execution and implementation of job schedules in accordance with the requirements of the Application Owner. (where applicable) 11. Notify the Application Owner with regard to the failure of jobs executed by SITA in accordance with job schedules. (where applicable) 12. Create, manage and maintain automated scheduling rules in accordance the requirements of the Application Owner. 13. Ensuring the availability of adequate disk space to cater for projections made in the applications systems capacity plan (where applicable). 14. Deploy Client's Web Services Application to WebSphere in accordance with the requirements of the Client. (Optional)	1. Report all incidents (calls) and service requests to the SITA Service Desk via the Toll free number (0800 11 55 75). 2. Report all service requests for transversal systems implementation directly to the Application Owner in writing. 3. Advise the Application Owner for transversal systems of significant changes in usage forecasts and of changed/new service requirements deviating from capacity planning forecasts. 4. Provide approval to SITA within requested time frame for change control to be implemented as requested from time to time. 5. Perform acceptance tests after installation of new software releases as requested by SITA. 6. Manage user profiles. 7. Control access to application information. 8. If the Client is the Application Owner, the Client may choose to create its own rules for automated scheduling. In such cases, the Client will be responsible for the correct functioning, management and maintenance of such rules. 9. Provide SITA with growth roadmap. 10. Inform SITA in writing in the event of decommissioning a service. 11. Provide SITA with correct Web Services Application and configuration requirements for deployment to WebSphere. (Optional)

Description	Responsibilities	
	SITA	Client
Database Availability	1. Manage the system database administration process within a formal documented procedure. 2. Perform data integrity checks as requested by the Client. 3. Provide backup and recovery for Applications owned by the Client, in accordance with the Client's requirements. 4. Provide risk/impact analysis of new or changed operating systems and database management systems.	1. Report all DBMS related incidents and requests to the SITA Service Desk via the Toll free number (0800 11 55 75). 2. Provide approval to SITA within requested time frame for change control to be implemented as requested from time to time.
Disaster Recovery	1. Develop DR Plan together with Application Owner (where applicable). 2. Maintain DR Plan. 3. Schedule, manage and perform DR Tests.	1. Participate in DR testing as and when requested by SITA.

E6. Pricing

Mainframe Project	Application	Price
PRA57	BAS	R 105,970.15
PRS57	BAS	R 23,530.22
OZV4P	LOGIS	R 46,988.43
BAP83	PERSAL	R 35,111.32
SUBTOTAL PER ANNUM		**R 211,600.12**
PLUS: 14% VAT		R 29,624.02
TOTAL PER ANNUM		**R 241,224.14**

Notes:

1. Pricing is based on the National Treasury approved rates and tariffs for 2009/2010 and will be adjusted annually as per approved National Treasury rates.
2. Pricing reflected above is only an estimate and have been based on an average monthly usage except for the 2014/2015 pricing, which is based on actual. The pricing has also been converted to a twelve (12) month period to provide an estimate price per annum. Actual pricing for services rendered will be reflected on the monthly invoices.

E7. Penalties

To be negotiated.

E8. Dependencies and constraints

E8.1 Dependencies:

1. Database availability is subject to the operational requirements of the Application Owner.
2. The service level shall be revised in consultation with the Application Owner if an impact analysis of a newly required application indicates that adding the application may affect the response time.
3. Non-routine batch jobs and abnormal transaction loads not specified in the capacity planning inputs obtained from the Application Owner.

E8.2 Constraints:

1. Unplanned increases in the number of users and transaction volumes. This shall not deter SITA from doing proper planning with inputs obtained from the Application Owner.

E9. Certification:

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

This Annex shall be effective from 1 April 2017 until 31 March 2020.

Thus done and signed at PRETORIA on this 06 day of SEPTEMBER 2017

Full names: EDITH VRIES
On behalf of the Department of Small Business Development
And duly authorised thereto

Thus done and signed at CENTURION on this 14 day of 06 -2017

Full names: A.H. MOTAU
On behalf of State Information Technology Agency (SOC) Ltd
And duly authorised thereto

CENTRAL SUPPLIER
DATABASE
FOR GOVERNMENT

Report Date:
23 Jul 2024 13:39:44.327 PM
Report Ran By:
tmantlaka@dsbd.gov.za

CSD REGISTRATION REPORT

SUPPLIER IDENTIFICATION

Supplier number	MAAA0146218	Total annual turnover	More than R50 million
Is supplier active?	Yes	Financial year start date	01 Apr 1999 00:00:00:000
Supplier type	CIPC Company	Registration date	29 Jan 1999 00:00:00:000
Supplier sub-type	State Owned Company	Created by	bavika.munien@sita.co.za
Legal name	STATE INFORMATION TECHNOLOGY AGENCY	Created date	23 May 2016 11:41:35:000
Identification type	South African Company/Close Corporation Registration Number	Edit by	csd.reverifybatch@treasury.gov.za
Government breakdown	State Owned Company (SOC Ltd)	Edit date	03 Jun 2024 17:58:19:880
Business status	In Business	Restricted Supplier	No
Country of origin	South Africa	Restricted Director	No
South African company/CC registration number	1999/001899/30	Government Employee	Yes
Have Bank Account	Yes		

SUPPLIER INDUSTRY CLASSIFICATION INFORMATION

INDUSTRY CLASSIFICATION 1

Main group	Information and communication		
		Core industry	Information service activities
Division	Information service activities	% share of annual turnover	100.00

SUPPLIER CONTACT INFORMATION

CONTACT 1

Contact type	Administration,Bid Office,Finance,Sales	Cellphone number	083 376 2156
Is this your preferred Contact?	Yes	Do you want this contact to also be a CSD user ?	Yes
Name(s)	Bavika	Created by	bavika.munien@sita.co.za
Surname	Munien	Created date	23 May 2016 11:41:35:567
Identification type	South African Identification Number	Edit by	csd.datafix@treasury.gov.za
Prefer communication via email	Yes	Edit date	13 Mar 2024 10:55:34:610
Email address	bavika.munien@sita.co.za		

CSD REGISTRATION REPORT

Telephone number	012 482 3176

CONTACT 2

Contact type	Finance	Email address	tasnim.vorajee@sita.co.za
Is this your preferred Contact?	No	Telephone number	0124822122
Name(s)	Tasnim	Cellphone number	082 674 5050
Surname	Vorajee	Fax number	0866321133
Identification type	South African Identification Number	Website address	www.sita.co.za
Prefer communication via cellphone	Yes	Do you want this contact to also be a CSD user ?	Yes
Prefer communication via email	Yes	Created by	bavika.munien@sita.co.za
		Created date	23 May 2016 11:41:35:630
		Edit by	vasti.smith@sita.co.za
		Edit date	13 Mar 2024 10:55:34:563

CONTACT 3

Contact type	Finance	Cellphone number	082 786 0426
Is this your preferred Contact?	No	Website address	www.sita.co.za
Name(s)	Vasti	Do you want this contact to also be a CSD user ?	No
Surname	Smith	Created by	bavika.munien@sita.co.za
Identification type	South African Identification Number	Created date	13 Mar 2024 10:55:34:533
Prefer communication via email	Yes	Edit by	csd.datafix@treasury.gov.za
Email address	vasti.smith@sita.co.za	Edit date	13 Mar 2024 10:55:34:533
Telephone number	0124822555		

CONTACT 4

Contact type	Finance	Telephone number	0124822804
Is this your preferred Contact?	No	Cellphone number	083 376 8405
Name(s)	Dorah Raesetsa	Do you want this contact to also be a CSD user ?	No
Surname	Maleka	Created by	vasti.smith@sita.co.za
Identification type	South African Identification Number	Created date	13 Mar 2024 10:55:34:657
Prefer communication via cellphone	Yes	Edit by	csd.datafix@treasury.gov.za

Prefer communication via email	Yes	Edit date	13 Mar 2024 10:55:34:657
Email address	dorah.maleka@sita.co.za		

SUPPLIER ADDRESS INFORMATION

ADDRESS 1

Is this a preferred address?	Yes	Postal code	0001
Address line 1	459 Tsitsa Street	Ward Number	42
Address line 2	Erasmuskloof	Country	South Africa
Suburb	Erasmuskloof	This address S/A delivery	Yes
Province	Gauteng	Created by	bavika.munien@sita.co.za
Municipality	City of Tshwane	Created date	23 May 2016 09:49:51:000
City	Pretoria	Edit by	bavika.munien@sita.co.za
		Edit date	23 May 2016 11:41:35:537

ADDRESS 2

Is this a preferred address?	No	Ward Number	42
Address line 1	P. O. Box 26100	Country	South Africa
Address line 2	Monument Park	Created by	bavika.munien@sita.co.za
Suburb	Monument Park	Created date	23 May 2016 09:51:54:000
Province	Gauteng	Edit by	bavika.munien@sita.co.za
Municipality	City of Tshwane	Edit date	23 May 2016 11:41:35:553
City	Pretoria		
Postal code	0105		

SUPPLIER BANK ACCOUNT

BANK ACCOUNT 1

Account type	Current Accounts	Created by	bavika.munien@sita.co.za
Bank	STANDARD BANK OF SOUTH AFRICA	Created date	02 Jun 2016 13:03:20:000
Branch number	051001	Edit by	csd.safetynetbatch@treasury.gov.za
Branch name	STANDARD BANK SOUTH AFRICA	Edit date	30 Jun 2016 16:13:23:363
Account number	410298158	Bank Verification Status	Verification Succeeded

CENTRAL SUPPLIER DATABASE FOR GOVERNMENT

Report Date:	23 Jul 2024 13:39:44.400 PM
Report Ran By:	tmantlaka@dsbd.gov.za

CSD REGISTRATION REPORT

Account holder	SITA SOC LTD	Foreign Bank Account	No
Is this a preferred account?	Yes	Is the identifier linked at the bank	Yes
Active start date	23 May 2016 09:52:42:000	Is this a Shared Funding Account	No

TAX INFORMATION

Income tax number	9511089642	Would you like to receive notifications?	Yes
VAT number	4450180346	Overall Tax Status	Tax Compliant
Is this supplier a VAT vendor?	Yes	Created by	bavika.munien@sita.co.za
PAYE number	7940712401	Created date	23 May 2016 11:41:35:000
Are you Registered with SARS?	Yes	Edit by	csd.reverifybatch@treasury.gov.za
Last validation date	23 Jul 2024 12:24:00:000	Edit date	07 May 2024 11:12:43:000

B-BBEE INFORMATION

B-BBEE verification regulator	Verification agency accredited by SANAS	SANAS accredited agency	Vision Verification (Pty) Ltd
Sector charter	Information and communication technology (ICT)	% Owned by black people	0.00
Subsector charter	NOT APPLICABLE	% Owned by black people who are women	0.00
B-BBEE certificate number	VV342/REV00/11/2023	% Owned by black people who are youth	0.00
B-BBEE certificate isue date	13 Nov 2023 00:00:00:000	% Owned by black people with disabilities	0.00
B-BBEE certificate isue expiry date	12 Nov 2024 00:00:00:000	% Owned by black who are unemployed	0.00
B-BBEE status level of contributor	Level 6 Contributor	% Owned by black people who are military veteran	0.00
B-BBEE procurement recognition	60%	% Owned by black people living in rural or underdeveloped areas	0.00

CENTRAL SUPPLIER
DATABASE
FOR GOVERNMENT

Report Date:
23 Jul 2024 13:39:44.409 PM
Report Ran By:
tmantlaka@dsbd.gov.za

CSD REGISTRATION REPORT

Value adding supplier or empowering supplier	Yes	Verification Status	Manual Verification Required
Skills Development Score	9.99	Created by	bavika.munien@sita.co.za
Socio-Economic Development Score	11.34	Created date	23 May 2016 11:41:41:897
Management Control Score	17.79	Edit by	bavika.munien@sita.co.za
Enterprise Supplier Development Score	36.08	Edit date	13 Mar 2024 10:55:39:587
Total Score	75.20	Status	Active

OWNERSHIP INFORMATION

CSD can only verify the youth category of persons for South African citizens. It is the responsibility of an organ of state supply chain practitioner to obtain supporting documentation to verify the ownership information of this supplier.

Owner s name and surname Legal name	Owner s Identification number	RSA Citizen	Ethnic group	Gender	Ownership %	Youth	Disabled	Military	Rural	Township
Republic of South Africa			N/A	N/A	100.00%	N/A	N/A	N/A	N/A	N/A
Total					100.00%					

CENTRAL SUPPLIER
DATABASE
FOR GOVERNMENT

Report Date:
23 Jul 2024 13:39:44.429 PM
Report Ran By:
tmantlaka@dsbd.gov.za

CSD REGISTRATION REPORT

DIRECTORS/MEMBERS/OWNERS INFORMATION

DIRECTOR/MEMBER 1

Director type	Director	Owner	No
Director status	Active	Created by	csd.reverifybatch@treasury.gov.za
Name(s)	MOLATLHEGI KHUNOU	Created date	09 Feb 2021 09:39:08:000
Surname	KGAUWE	Edit by	bavika.munien@sita.co.za
Country	South Africa	Edit date	13 Mar 2024 10:55:27:000
Identification type	South African Identification Number	Restricted Director	No
South African identification number	8011225460087	Restriction Last Verification Date	23 Jul 2024 12:24:49:490
Work permit	0000000	Government Employee	Yes
Appointment date	01 Dec 2020 00:00:00:000	Department	State Information Technology Agency;
Email address	Mmabatho.Phuduhudu@sita.co.za	Government Employee Last Verification Date	23 Jul 2024 12:23:48:353
Cellphone number	+012 48 23 1111	SA identification number Verified	Yes
		SA identification number verification date	23 Jul 2024 12:20:39:323
		Companies involved in	MAAA0597042;

DIRECTOR/MEMBER 2

Director type	Director	Owner	No
Director status	Active	Created by	csd.reverifybatch@treasury.gov.za
Name(s)	NOLITHA	Created date	22 Feb 2022 15:40:58:000
Surname	PIETERSEN	Edit by	bavika.munien@sita.co.za
Country	South Africa	Edit date	13 Mar 2024 10:55:29:000
Identification type	South African Identification Number	Restricted Director	No
South African identification number	8209120627087	Restriction Last Verification Date	23 Jul 2024 12:24:50:680
Work permit	0000000	Government Employee	No
Appointment date	01 Feb 2022 00:00:00:000	Government Employee Last Verification Date	23 Jul 2024 12:23:48:430
Email address	Mmabatho.Phuduhudu@sita.co.za	SA identification number Verified	Yes
Cellphone number	012 482 3111	SA identification number verification date	23 Jul 2024 12:24:00:523
		Companies involved in	MAAA0750061; MAAA1304353;

CENTRAL SUPPLIER DATABASE FOR GOVERNMENT

Report Date:
23 Jul 2024 13:39:44.542 PM
Report Ran By:
tmantlaka@dsbd.gov.za

CSD REGISTRATION REPORT

DIRECTOR/MEMBER 3

Director type	Director	Owner	No
Director status	Active	Created by	csd.reverifybatch@treasury.gov.za
Name(s)	LAURA	Created date	22 Feb 2022 15:41:03:000
Surname	MSEME	Edit by	bavika.munien@sita.co.za
Country	South Africa	Edit date	13 Mar 2024 10:55:33:000
Identification type	South African Identification Number	Restricted Director	No
South African identification number	6803100006080	Restriction Last Verification Date	23 Jul 2024 12:24:51:840
Work permit	0000000	Government Employee	Yes
Appointment date	01 Feb 2022 00:00:00:000	Department	National:National Treasury;
Email address	Mmabatho.Phuduhudu@sita.co.za	Government Employee Last Verification Date	23 Jul 2024 12:23:48:493
Cellphone number	012 482 3111	SA identification number Verified	Yes
		SA identification number verification date	23 Jul 2024 12:24:06:257

DIRECTOR/MEMBER 4

Director type	Director	Owner	No
Director status	Active	Created by	csd.reverifybatch@treasury.gov.za
Name(s)	KHATHUTSHELE	Created date	14 Aug 2023 11:21:57:000
Surname	SIBANDA	Edit by	bavika.munien@sita.co.za
Country	South Africa	Edit date	13 Mar 2024 10:55:28:000
Identification type	South African Identification Number	Restricted Director	No
South African identification number	7408210334080	Restriction Last Verification Date	23 Jul 2024 12:24:53:013
Work permit	0000000	Government Employee	No
Appointment date	21 Jul 2023 00:00:00:000	Government Employee Last Verification Date	23 Jul 2024 12:23:48:570
Email address	Mmabatho.Phuduhudu@sita.co.za	SA identification number Verified	Yes
Cellphone number	012 482 3111	SA identification number verification date	23 Jul 2024 12:24:12:200

DIRECTOR/MEMBER 5

Director type	Director	Created by	csd.reverifybatch@treasury.gov.za
Director status	Active	Created date	14 Aug 2023 11:22:03:000

Name(s)	LERATO	Edit by	bavika.munien@sita.co.za
Surname	PETLELE	Edit date	13 Mar 2024 10:55:30:000
Country	South Africa	Restricted Director	No
Identification type	South African Identification Number	Restriction Last Verification Date	23 Jul 2024 12:24:54:043
South African identification number	7110170612089	Government Employee	Yes
Work permit	0000000	Department	National:Communications and Digital Technologies;
Appointment date	21 Jul 2023 00:00:00:000	Government Employee Last Verification Date	23 Jul 2024 12:23:48:633
Email address	Mmabatho.Phuduhudu@sita.co.za	SA identification number Verified	Yes
Cellphone number	012 482 3111	SA identification number verification date	23 Jul 2024 12:24:17:183
Owner	No		

DIRECTOR/MEMBER 6

Director type	Director	Created by	csd.reverifybatch@treasury.gov.za
Director status	Active	Created date	14 Aug 2023 11:22:06:000
Name(s)	MANDLA	Edit by	bavika.munien@sita.co.za
Surname	MNISI	Edit date	13 Mar 2024 10:55:31:000
Country	South Africa	Restricted Director	No
Identification type	South African Identification Number	Restriction Last Verification Date	23 Jul 2024 12:24:54:983
South African identification number	8009225552085	Government Employee	No
Work permit	0000000	Government Employee Last Verification Date	23 Jul 2024 12:23:48:697
Appointment date	21 Jul 2023 00:00:00:000	SA identification number Verified	Yes
Email address	Mmabatho.Phuduhudu@sita.co.za	SA identification number verification date	23 Jul 2024 12:24:21:223
Cellphone number	012 482 3111	Companies involved in	MAAA0128643; MAAA0193252; MAAA0211898; MAAA0243877; MAAA0327966; MAAA0492405...
Owner	No		

DIRECTOR/MEMBER 7

Director type	Director	Created by	csd.reverifybatch@treasury.gov.za
Director status	Active	Created date	14 Aug 2023 11:22:13:000
Name(s)	KIRUBEN	Edit by	bavika.munien@sita.co.za
Surname	PILLAY	Edit date	13 Mar 2024 10:55:33:000

CSD REGISTRATION REPORT

Country	South Africa	Restricted Director	No
Identification type	South African Identification Number	Restriction Last Verification Date	23 Jul 2024 12:24:55:890
South African identification number	7106225269081	Government Employee	No
Work permit	0000000	Government Employee Last Verification Date	23 Jul 2024 12:23:48:760
Appointment date	21 Jul 2023 00:00:00:000	SA identification number Verified	Yes
Email address	Mmabatho.Phuduhudu@sita.co.za	SA identification number verification date	23 Jul 2024 12:24:26:887
Cellphone number	012 482 3111	Companies involved in	MAAA0365484; MAAA0512024;
Owner	No		

DIRECTOR/MEMBER 8

Director type	Director	Created by	csd.reverifybatch@treasury.gov.za
Director status	Active	Created date	14 Aug 2023 11:22:16:000
Name(s)	LUVUYO	Edit by	bavika.munien@sita.co.za
Surname	KEYISE	Edit date	13 Mar 2024 10:55:33:000
Country	South Africa	Restricted Director	No
Identification type	South African Identification Number	Restriction Last Verification Date	23 Jul 2024 12:24:56:487
South African identification number	7412195365085	Government Employee	Yes
Work permit	0000000	Department	Ithala SOC Ltd;
Appointment date	21 Jul 2023 00:00:00:000	Government Employee Last Verification Date	23 Jul 2024 12:23:48:837
Email address	Mmabatho.Phuduhudu@sita.co.za	SA identification number Verified	Yes
Cellphone number	012 482 3111	SA identification number verification date	23 Jul 2024 12:24:31:960
Owner	No	Companies involved in	MAAA0365484; MAAA0512024;

DIRECTOR/MEMBER 9

Director type	Director	Created by	csd.reverifybatch@treasury.gov.za
Director status	Active	Created date	14 Aug 2023 11:22:18:000
Name(s)	LUCIENNE	Edit by	bavika.munien@sita.co.za
Surname	ABRAHAMS	Edit date	13 Mar 2024 10:55:34:000
Country	South Africa	Restricted Director	No
Identification type	South African Identification Number	Restriction Last Verification Date	23 Jul 2024 12:24:56:533

CSD REGISTRATION REPORT

South African identification number	6009040134087	Government Employee	Yes
Work permit	0000000	Department	State Information Technology Agency;
Appointment date	21 Jul 2023 00:00:00:000	Government Employee Last Verification Date	23 Jul 2024 12:23:48:900
Email address	Mmabatho.Phuduhudu@sita.co.za	SA identification number Verified	Yes
Cellphone number	012 482 3111	SA identification number verification date	23 Jul 2024 12:24:37:737
Owner	No	Companies involved in	MAAA0054373;

DIRECTOR/MEMBER 10

Director type	Director	Created by	csd.reverifybatch@treasury.gov.za
Director status	Active	Created date	14 Aug 2023 11:22:21:000
Name(s)	RENISHA	Edit by	bavika.munien@sita.co.za
Surname	NAIDOO	Edit date	13 Mar 2024 10:55:34:000
Country	South Africa	Restricted Director	No
Identification type	South African Identification Number	Restriction Last Verification Date	23 Jul 2024 12:24:56:563
South African identification number	7203030210085	Government Employee	Yes
Work permit	0000000	Department	National:Public Service and Administration;
Appointment date	21 Jul 2023 00:00:00:000	Government Employee Last Verification Date	23 Jul 2024 12:23:48:930
Email address	Mmabatho.Phuduhudu@sita.co.za	SA identification number Verified	Yes
Cellphone number	012 482 3111	SA identification number verification date	23 Jul 2024 12:21:25:933
Owner	No		

DIRECTOR/MEMBER 11

Director type	Director	Created by	csd.reverifybatch@treasury.gov.za
Director status	Active	Created date	16 Feb 2024 15:08:52:000
Name(s)	SIMPHIWE	Edit by	bavika.munien@sita.co.za
Surname	DZENGWA	Edit date	13 Mar 2024 10:55:32:000
Country	South Africa	Restricted Director	No
Identification type	South African Identification Number	Restriction Last Verification Date	23 Jul 2024 12:24:56:610
South African identification number	6901275745084	Government Employee	Yes
Work permit	0000000	Department	State Information Technology Agency;

CENTRAL SUPPLIER DATABASE FOR GOVERNMENT

Report Date:	23 Jul 2024 13:39:44.629 PM
Report Ran By:	tmantlaka@dsbd.gov.za

CSD REGISTRATION REPORT

Appointment date	01 Feb 2024 00:00:00:000	Government Employee Last Verification Date	23 Jul 2024 12:23:49:103
Email address	Mmabatho.Phuduhudu@sita.co.za	SA identification number Verified	Yes
Cellphone number	012 482 3111	SA identification number verification date	23 Jul 2024 12:24:47:987
Owner	No	Companies involved in	MAAA0031932; MAAA0801862;

OTHER OWNERS 1

Legal name	Republic of South Africa	Created date	13 Mar 2024 10:55:39:417
Ownership %	100.00%	Edit by	bavika.munien@sita.co.za
Ownership status	Active	Edit date	13 Mar 2024 10:55:39:417
Created by	vasti.smith@sita.co.za		

Tips and Frequently Asked Questions (FAQ)

Identifier

CSD cannot electronically verify the identity of a supplier other than a South African Individual / Sole Proprietor (through Home Affairs) or a company registered at the Companies and Intellectual Property Commission (CIPC). For this reason, a disclaimer is displayed for supply chain practitioners to obtain supporting documentation to verify the identity and legitimacy of a supplier in these cases.

Bank

For help on how to resolve bank failures click here: I received an email stating the bank information I captured on the CSD was sent for bank account validation and could not be validated. The response received from the bank contains an error message.
The various possible error messages received from the bank are highSemiBolded in red. Search for the applicable message and follow the detailed steps associated with that error message.

Tax

Tax Compliance Status
For help on how to deal with tax status differences between CSD and the tax clearance certificate click here: What should a supplier do if the tax status on CSD difference from the tax clearance certificate?

Tax Compliance Expiry Date
For help on how to deal with tax status differences between CSD and the tax clearance certificate click here: How does CSD determine the tax compliance expiry date?

CIPC

Should the director/member information reflected on the CIPC registration report differs to that reflected on CSD for help click here: The active Directors/Members are not being populated on the CSD Directors/Members screen as they appear at CIPC, how can I rectify this?

State Employee

For more information pertaining to government employment status click here: Will there be verification done to identify if a supplier is a government employee?

BBBEE

CSD does not automatically verify all certificate information with the various accreditation bodies. Organs of State are required, where not automatically verified by CSD, to manually verify this information with the applicable accreditation body as per current policies and procedures. Expired certificate information do not reflect on the report.

RESTRICTION

***Restricted Supplier** - A supplier is restricted by using the identification number of the entity e.g. CIPC registration -, trust -, Social Development non-profit -, South African ID -, Foreign company registration number or ID number. If there is more than one CSD Supplier profile registered on CSD with the same entity identification number, all those related supplier profiles will be restricted.*

***Restricted Director** – A director/owner is an individual person and is restricted by using the South African ID or Foreign ID number. If a director belongs to different companies and has been restricted, the director will reflect as restricted in all companies where identification number is detected.*

Restricted Suppliers & Directors are listed on CSD under Help – Am I restricted?

The CSD does not automatically verify foreign company registration number, international securities identification number, foreign identification numbers, foreign passport numbers, work permit numbers, foreign bank accounts, B-BBEE, demographic and accreditation information. Organs of State are required to manually verify this information with the applicable verification institutions as per their current policies and procedures.

CENTRAL SUPPLIER
DATABASE
FOR GOVERNMENT

Report Date:
23 Jul 2024 13:39:44.642 PM
Report Ran By:
tmantlaka@dsbd.gov.za

CSD REGISTRATION REPORT

Print Date: 7/23/2024 1:39:44 PM