



**NAT: SMALL BUSINESS DEVELOPMENT
ORDER SERVICE**

ORDER NO.

OR-001178

PAGE 1 OF 1

SUPPLIER

ED795 STATE INFORMATION TECHNOLOGY AGEN

REPRINT NUMBER 1

ORDER DATE	DELIVERY DATE	SYSTEM DATE	STORE NUMBER & DESCRIPTION	ENQUIRES TO	TELEPHONE NO.
24/May/2022	23/Jun/2022	24/May/2022	8310383001 SMALL BUSINESS DEVELOPMENT HEAD OFFICE	LILLIAN	(012)3941904 OR 1290

SUPPLIER NAME & ADDRESS	POSTAL INVOICE ADDRESS	DELIVERY ADDRESS	COMMENTS
STATE INFORMATION TECHNOLOGY STATE INFORMATION TECHNOLOGY AGENCY P. O. BOX 26100 MONUMENT PARK PRETORIA CITY OF TSHWANE CITY OF TSHWANE SOUTH AFRICA 0105	AGEN MUST BE SUBMITTED TO SCM_ (N/B) SUNNYSIDE, DTI COMPU, BLOCK G PRETORIA SOUTH AFRICA 0002	INVOICE MUST BE SUBMITTED TO SCM_ (N/B) 77 MENTUIES STREET, DTI COMPU, SUNNYSIDE PRETORIA SOUTH AFRICA 0002	144 144 144 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	ITEM	DESCRIPTION	CONTROL NO.	NUMBER	ITEM	PART	UNIT	QTY.	RATE	AMOUNT
9999830303901	SOFTWARE SUPPORT, MANAGED LAN AND DESK	SITTA/CAPETOWN/2022	S030390	EACH				36	R12,072.69	R434,616.93
OP SERVICES								36		
HASH TOTAL									PAGE TOTAL	R434,616.93
									RUNNING TOTAL	R434,616.93
									GRAND TOTAL	R434,616.93

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 RQ-001802	DEPARTMENT	
WAYBILL NO. PA-003002	TREASURY	NOT APPLICABLE
TRANS. ACC. NO. L NAIKER	TENDER BOARD	NOT APPLICABLE
BY POST INV TO SCM	PROCUREMENT	NOT APPLICABLE
FILE NO.	FINANCIAL	NOT APPLICABLE

THIS AREA IS INTENTIONALLY LEFT BLANK

	R Matodzi NAME AUTHORIZING OFFICER	Acting Director SCM DESIGNATION	25 May 2022 DATE	CSD REFERENCE NUMBER: MAAA0146218 PLEASE ENSURE THAT THE ABOVE REFERENCE NUMBER IS CORRECT. IF NOT, PLEASE CONTACT THE DEPARTMENT.
53FD0577 - EL5277C3 - 70725DDC - 3B8F4D2B - 2234531A - 78183FP4 - 9F671BC9 - 31D1D4D5 ***END*OF*PAGE*01*AND*END*OF*ORDER***				

STORE NUMBER : 8310383001 SMALL BUSINESS DEVELOPMENT HEAD OFFICE

REQUESTING INSTITUTION : 250C ICT

PROJECT/ANIMAL NUMBER :

PROCUREMENT ADVISE NO: PA-003002

REQUISITION NUMBER : RQ-001802

REFERENCE NUMBER :

PROCUREMENT ADVISE STATUS : APPROVED

ICN : 999983S0303901 SOFTWARE SUPPORT,MANAGED LAN AND DESKTOP SERVICES

APPROVED SUPPLIER NUMBER : ED795 STATE INFORMATION TECHNOLOGY AGEN

APPROVED GOV CONTRACT : SITA/CAPETOWN/2022

APPROVED CONTRACT/QUOTE : AA-00133845

AVERAGE MONTHLY USAGE	:	2	DELIVERY PERIOD IN DAYS	:	30	UNIT OF ISSUE	:	EA	CLASSIFICATION	:	C
OUTSTANDING OUT	:	165	BALANCE ON HAND	:	0	MINIMUM QUANTITY	:			:	0
OUTSTANDING IN	:	129	REORDER LEVEL	:	0	MAXIMUM QUANTITY	:			:	0
AUTH STRATEGIC STOCK	:	0	STRATEGIC STOCK	:	0	SURPLUS QUANTITY	:			:	0
ADVISED PURCHASE QUANTITY	:	36	SUPPLIER UNIT/S	:	36	APPROVED QUANTITY	:			:	36
CONTRACT PRICE	:	12072.69	LATEST RECEIPT PRICE	:	172378.77	ESTIMATED PURCHASE VALUE	:		6205635.98		
ADVISED PURCHASE PRICE	:	172378.77	LATEST PURCHASE PRICE	:	0.00	ESTIMATED ESCALATION %	:		0.0000		
APPROVED QUOTED PRICE	:	12072.69	PETTY CASH	:		APPROVED PURCHASE VALUE	:		434616.93		

ITEM : 1349911 INFRASTRUCTURE : 49911 OBJECTIVE : 30078911

RESPONSIBILITY : 30017911 FUND : 38911 PROJECT : 18911

ASSET : 22911 REGIONAL IDENTIFIER : 30001911

CREATED DATE : 20220524 SIGNATURE : *Wundane* RACF ID : V4P013

APPROVED BY : MABINA4S APPROVED DATE : 25/05/22 APPROVED DATE : 20220524

REPORT NO : RO007

PROGRAM : PAPA07RO

LOGISTICAL INFORMATION SYSTEM

DATE : 2022/05/24 14:09

PAGE NO : 1

PROCUREMENT ADVISE

AL AND MUST BE TREATED IN COMPLIANCE TO A. RELEVANT SECURITY PROTOCOLS **

STORE NUMBER : 8310383001

SMALL BUSINESS DEVELOPMENT HEAD OFFICE

PROCUREMENT ADVISE NO: PA-003002

REQUESTING INSTITUTION : 250C

ICT

REQUISITION NUMBER : RQ-001802

PROJECT/ANIMAL NUMBER : 1

REFERENCE NUMBER :

REQUISITION LINE NO : 1

APPROVE : YES / NO

REJECTED REASON :

CONSOLIDATE : YES / NO

ICN : 999983S0303901

SOFTWARE SUPPORT,MANAGED LAN AND DESKTOP SERVICES

ADVISED SUPPLIER NUMBER : ED795

STATE INFORMATION TECHNOLOGY AGEN

ADVISED GOV CONTRACT : SITA/CAPETOWN/2022

ADVISED CONTRACT/QUOTE : AA-00133845

APPROVED CONTRACT/QUOTE :

AVERAGE MONTHLY USAGE : 2

DELIVERY PERIOD IN DAYS : 30

UNIT OF ISSUE : EA

CLASSIFICATION : C

OUTSTANDING OUT : 165

BALANCE ON HAND : 0

MINIMUM QUANTITY : 0

OUTSTANDING IN : 129

REORDER LEVEL : 0

MAXIMUM QUANTITY : 0

AUTH STRATEGIC STOCK : 0

STRATEGIC STOCK : 0

SURPLUS QUANTITY : 0

ADVISED PURCHASE QUANTITY : 36

SUPPLIER UNIT/S : 36

APPROVED QUANTITY :

CONTRACT PRICE : 12072.69

LATEST RECEIPT PRICE : 172378.77

ESTIMATED PURCHASE VALUE : 6205635.98

ADVISED PURCHASE PRICE : 12072.69

LATEST PURCHASE PRICE : 0.00

ESTIMATED ESCALATION % : 0.0000

APPROVED QUOTED PRICE : PETTY CASH

YES / NO : YES

APPROVED PURCHASE VALUE :

MOTIVATION :

REQUIRED AMOUNT :

FINAL AUTHORIZATION :

SIGNATURE :

BALANCE :

ITEM : 1349911

INFRASTRUCTURE

49911

OBJECTIVE : 30078911

RESPONSIBILITY : 30017911

FUND : 38911

PROJECT : 18911

ASSET : 22911

REGIONAL IDENTIFIER : 30001911

REMARKS :

SIGNATURE :

SIGNATURE :

NAME :

NAME :

RANK :

RANK :

DATE :

DATE :

*** END OF REPORT ***

<----- STOCK ON SUSPENSE AT OTHER STORES ----->		<----- CONSUMPTION HISTORY ----->		<----- ITEMS ----->		
STORE-NO	STORE-DESCRIPTION	QUANTITY	MONTHS	QUANTITY	ISSUED	RETURNED
		0	- 1	1	1	0
		0	- 2	0	0	0
		0	- 3	9	9	0
		0	- 4	2	2	0
		0	- 5	1	1	0
		0	- 6	3	3	0
		0	- 7	3	3	0
		0	- 8	3	3	0
		0	- 9	3	3	0
		0	-10	2	2	0
		0	-11	8	8	0
		0	-12	2	2	0

<----- STOCK ON SUSPENSE AT OTHER STORES ----->		<----- CONSUMPTION HISTORY ----->		ITEMS	
STORE-NO	STORE-DESCRIPTION	QUANTITY	MONTHS	QUANTITY	ISSUED
			- 1	1	1
		0	- 2	0	0
		0	- 3	9	9
		0	- 4	2	2
		0	- 5	1	1
		0	- 6	3	3
		0	- 7	3	3
		0	- 8	3	3
		0	- 9	3	3
		0	-10	2	2
		0	-11	8	8
		0	-12	2	2
					RETURNED



DEPARTMENT OF SMALL BUSINESS DEVELOPMENT

REQUEST MEMO

COST CENTRE NUMBER	250C	ITEM NUMBER	1349911
REQUESTING OFFICIAL	L NAIKER	OBJECTIVE	30078911
TELEPHONE NUMBER / EXT	41457	RESPONSIBILITY	30017911
ROOM NUMBER & BUILDING	BLOCK G, 3RD FLOOR	FUND	38911
		PROJECTS	18911
		ASSETS	22911
REQUEST MEMO No (RQ)	RQ-001790-1802	REGIONAL IDENTIFIER	30001911
SUPPLIER FOR ORDER		NON-INFRASTRUCTURE	49911
ORDER AMOUNT		PA NUMBER (SCM)	PA-0013002
PERIOD ORDER	1 / 1 / 1 TO 1 / 1 / 1		

ICN NUMBER	DESCRIPTION OF ITEM	QUANTITY REQUESTED	QUANTITY APPROVED
999983S0303901	LAN & DESKTOP SUPPORT SERVICE FOR CAPE TOWN	36	

MOTIVATION / REMARKS :

SIGNATURE & NAME PRINTED OF COST CENTRE CLERK (CCC) :

L NAIKER

SIGNATURE:

28 April 2022
DATE:

SIGNATURE & NAME PRINTED OF COST CENTRE MANAGER (CCM) :

NR WILLIAMS

SIGNATURE:

28 April 2022
DATE:

SIGNATURE & NAME PRINTED (BUDGET CONFIRMATION):

SIGNATURE:

DATE: / / 2022

CA-001280

Proc Advice No	ICN	Appr Qty	ORDER NO	DELIVERY TYPE	ORDER LINE	REQUISITION NO	REQUISITION LINE NO
PA-003002	999983S0303901	36	OR-001178	C	1	RQ-001802	1

END OF REPORT

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

PART A

Chief user name: **Mr N Williams**

RFQ date : 03/05/2022

Chief User no (Budget Code): **Financial Management**

Contact number : 012 394 1457

SCOA item: _____

Contact name : **Mr L Naiker**

Date Service Required: **23/11/2021**

Description of goods, assets and services required	Quantity
SITA TO PROVIDE LAN AND DESKTOP SUPPORT SERVICES IN CAPE TOWN	36
SITA TO PROVIDE LAN AND DESKTOP SUPPORT SERVICES IN PRETORIA	36



small business
development

Department:
Small Business Development
REPUBLIC OF SOUTH AFRICA

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

REQUEST NO:

Motivation/Reason for requesting quotations (if not sufficient space, attach a separate specification document):

RENEWAL OF SITA TO MANAGE LAN AND DESKTOP SUPPORT SERVICES IN PRETORIA AND CAPE TOWN

Name

Maiber

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Delegated Official approval: Name and Signature: Requester

[Signature]

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BUDGET AVAILABILITY (CONFIRMATION)

Budget Availability (Amount)

R6 640 252.91 for 36 months

Date of Approval

03 May 2022

Comments by Budget Officer:

Delegate

[Signature]

Budget

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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: SITA Amount: R 6,640,252.91.

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			YES / NO (if yes specify)	
Date				
Chief Director			YES / NO (if yes specify)	
>R200 000.00 up to R400 000.00				
Date				
Deputy Director-General			YES / NO (if yes specify)	
>R400 000.00 up to R999 999.99				
Date				
Director General Unlimited		JINDOKUHLE MKHUMANE	YES / NO (if yes specify)	R 6,640,252.91.
Date 03 May 2022				

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

FILE NUMBER: ICT/2022/04/12/01
TO: Mr. L. Mkhumane –Director-General
FROM: Mr. N. Williams – Acting Chief Director: Corporate Management
SUBJECT: **RENEWAL OF ANNEXURES FOR SITA RENDERED
MANAGED LAN AND DESKTOP SUPPORT SERVICES IN
PRETORIA AND CAPE TOWN**
CLASSIFICATION: TOP SECRET/SECRET/CONFIDENTIAL

1. PURPOSE

- 1.1. To request the Director-General to consider and sign the Annexures F & G to the Service Level Agreement for Managed LAN and Desktop Services for a period of 3 years, subject to further review as services and conditions are adapted.

2. BACKGROUND/DELIBERATION

- 2.1. DSBD had entered into a Business Agreement (BA) and Service Level Agreements (SLA) with SITA as is legislated for national departments in 2020 for a period of 5 years. The primary SLA is supported by varying annexures which, referred to in this submission, relates to service rendered in Pretoria and Cape Town.
- 2.2. Important to note is that the Annexure G for services rendered in Pretoria had been reviewed due to the migration from on premise services to cloud-based services for the primary infrastructure of the Department and hence a reduction in cost in relation to previous years.
- 2.3. The Annexures had been certified by the Legal Services Directorate and is attached as a reference point.

3. ATTACHMENT/S

- 3.1. Appendix A – Annex F to SLA 8211: Managed LAN & Desktop Services
3.2. Appendix B – Annex G to SLA 8211: Managed LAN & Desktop Services
3.3. Appendix C – Legal Services Certification
3.4. Appendix D – PAJA Document

4. LEGISLATIVE IMPLICATIONS

- 4.1. There are no legislative implications.

5. ORGANISATIONAL IMPLICATIONS

- 5.1. The signing of the Annexures will ensure that the Department is in compliance with the related act and related legislation.

6. FINANCIAL IMPLICATIONS

- 6.1. The financial commitment for the duration is valued as follows and includes the annual CPI increases:

	Year 1	Year 2	Year 3	Total
Annex F	R138, 594.09	R144, 761.53	R151, 261.31	R434, 616.93
Annex G	R1, 982, 093.67	R2, 067, 323.70	R2, 156, 218.61	R6, 205, 635.98
Total	R2, 120, 687.76	R2, 212, 085.23	R2, 307, 479.92	R6, 640, 252.91

CPT
pta

7. COMMUNICATION IMPLICATIONS

- 7.1. None

8. RISK IMPLICATIONS

- 8.1. To mitigate the risk of non-compliance, the signing and approval of the annexures are required.

9. RECOMMENDATION/S

- 9.1. It is recommended that the Director-General considers and sign the revised Annexures (initialling each page where required) to the Service Level Agreement: 8211 for Managed LAN and Desktop Support Services for Cape Town and Pretoria for a duration of 3 years to the sum amount of R6, 640, 252.91.



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Name: Norbit Williams

Designation: Acting Chief Director: Corporate Management

Date: 13 April 2022

SUPPORTED



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Name: Rudzani Matodzi

Designation: Acting Director: Supply Chain and Asset Management

Date: 14 April 2022

☒ YES	☐ NO
---	-----------------------------

Renewal of mandatory service 3 years contract
2022-2023 at the amount R 6 640 252,91

BUDGET AVAILABLE



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Name: Dineo Malibe

Designation: Acting Director: Financial Management and Administration

Date: 14 April 2022

☒ YES	☐ NO
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Funds are available
Y1- R2 120 687.76
Y2- R2 212 085.23
Y3- R2 307 479.92

10. RECOMMENDATION/S

- 10.1. It is recommended that the Director-General considers and sign the revised Annexures (initialling each page where required) to the Service Level Agreement: 8211 for Managed LAN and Desktop Support Services for Cape Town and Pretoria for a duration of 3 years to the sum amount of R6, 640, 252.91.

RECOMMENDED



Supported

✓ YES	NO
-------	----

Name: Semphete Oosterwyk

Designation: Chief Financial Officer

Date: 14 April 2022

APPROVED



✓ YES	NO
-------	----

LINDOKUHLE MKHUMANE

DIRECTOR-GENERAL

DATE: 19 April 2022

Thanks if we can also improve on the processing of invoices as I have observed from our Management Accounts reports invoices are mostly delayed on the SITA agreement and not assisting us with the cash flow projections

Directive on Public Administration and Management Delegations, 2014

PAJA CHECKLIST

SUBJECT: SITA NEEUXES F & G

Include in the submission a paragraph under the heading **PAJA COMPLIANCE:**

"All the requirements for taking a lawful, reasonable and procedurally fair administrative action have been complied with and no grounds exist for the review of the action"

UNIT MANAGER:

- | | | |
|--|---|-----------------------------|
| A There is an empowering provision authorizing the decision | Yes ☒ | No ☐ |
| B The decision will achieve the objective/purpose of the empowering provision | Yes ☒ | No ☐ |
| C The person requested to make the decision is authorised to do so by:
(a) an empowering provision; or
(b) a valid written delegation of power. | Yes ☒ | No ☐ |
| D The following is applicable:
(a) There has been compliance with all the procedures in the empowering provision and relevant prescripts and time frames; or
(b) the empowering provision allows for a deviation from procedure or time frame and such deviation is in these circumstances fair and justified. | Yes ☒ | No ☐ |
| E All conditions contained in the empowering provision have been met. | Yes ☒ | No ☐ |

DELEGATED OFFICIAL:

- | | | |
|--|---|-----------------------------|
| F The information considered is relevant and correct | Yes ☒ | No ☐ |
| G The decision is justifiable. | Yes ☒ | No ☐ |
| H In the event that the decision adversely affects and individual(s), provision is made for the individual(s) to be notified of the decision | Yes ☒ | No ☐ |
| I The notice referred to in paragraph H informs the affected individual(s) of their right to appeal or review the decision, as well as their right to request written reasons. | Yes ☒ | No ☐ |

UNIT MANAGER:

- | | | |
|---|---|-----------------------------|
| J The submission contains all the information mentioned in paragraphs A to I. | Yes ☒ | No ☐ |
|---|---|-----------------------------|



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ACTING CHIEF DIRECTOR: CORPORATE MANAGEMENT

Name: Mr NR Williams

Date: 13 April 2022



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DIRECTOR GENERAL

Name: Mr LC Mkhumane

Date: 19 April 2022



Annex F to SLA 8211: Managed LAN & Desktop Services

Document No:	8211_F
Version:	2.0
Author:	Johanna Mabote
Effective date:	On approval
Electronic File:	8211_F ver 1.0

LM

Annex F: Service Category Managed LAN & Desktop Services

F1. Service Classification

This Service is classified as Managed LAN & Desktop Support Services in terms of the SITA Services Catalogue and as a non-mandatory service in terms of the SITA Act.

This service provides an end-to-end service for LAN and Desktop Infrastructure.

This service is focussed on delivering LAN and Desktop Services from a centralised and decentralised capability. The LAN Infrastructure is defined as all hardware, software and related services provided from the router (excluded) to the applications running on the desktop, inclusive of telephony, mobile devices and the end-user.

F2. Scope

This scope of this document is to provide the LAN and Desktop Support Services for Department of Small Business Development, which consist of the following:

- Security Management
- Desktop Management

F3. Reference(s)

1. Document no eIDSS-00018 dated 06-02-2016.
Proposal for Managed LAN & Desktop Managed Services for Gold for Department of Small Business Development by State Information Technology Agency.
2. SITA Amendment Act (Act number 38 of 2002)
Procurement Regulations for SITA and Government.

LM

F4. Benefit Statement

The value contribution of Managed LAN & Desktop to the customer as it addresses the business challenges.

#	Aspect of business challenge	Value statement	
		Area	Statement
1	Economies of scale	Pricing	• By sharing resources across services provided to different clients, pricing can be reduced • Sharing LAN & Desktop infrastructure, services and technologies across government sectors will reduce vendor and license agreements costs
2	Reduced duplication	Cost reduction	• Negates the need for Government to have a multitude of different call and/or monitoring centres • Reduced duplication of LAN & Desktop infrastructure, resources and services
3	Interoperability	Preventing duplication	• By merging call centres across different services, pricing can be reduced • Negates the need for Government to have a multitude of different call centres, thereby enhancing efficiency • Ability to have common platforms and services across government
4	Standardisation of services	Standards	• Defining minimum LAN & Desktop standards for government to improve service delivery • Reduced cost to government
5	Information System Security	Security	• Improved availability, integrity and confidentiality of security services

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F4. Service Category: Managed LAN & Desktop Services

F4.1 Service Metric: LAN & Desktop Support Services

Service Offering	Service Description	Grades of Service			Service Components	Measurement	
		Bronze	Gold	Platinum		Metric	Unit of measure
Managed LAN & Desktop	Resolution of incidents / requests on all contracted LAN infrastructure within expected timeframes.	80% of calls will be resolved within resolution times rolled up across all priorities, as per the device classification, as follows:	90% of calls will be resolved within resolution times rolled up across all priorities, as per the device classification, as follows:	95% of calls will be resolved within resolution times rolled up across all priorities, as per the device classification, as follows:	1. Non-Categorized Incident Resolution	90% of calls will be resolved within resolution times rolled up across all priorities, as per the device classification, as follows:	Incident / Request on all contracted LAN infrastructure
		(Not Contracted)	(Contracted)	(Not Contracted)		• Critical: 4 Hrs (Normal Business Hours)	
		(Not Contracted)	(Contracted)	(Not Contracted)		• High: 6 Hrs (Normal Business Hours)	
		(Not Contracted)	(Contracted)	(Not Contracted)		• Medium: 10 Hrs (Normal Business Hours)	

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									Business Hours) • Low: 24 Hrs (Normal Business Hours)	
Managed LAN & Desktop	On-site Maintenance, Support and Monitoring of Desktop platform.	80% of calls will be resolved within resolution times rolled up across all priorities, as per the device classification, as follows: (Not Contracted)	85% of calls will be resolved within resolution times rolled up across all priorities, as per the device classification, as follows: (Not Contracted)	90% of calls will be resolved within resolution times rolled up across all priorities, as per the device classification, as follows: (Contracted)	95% of calls will be resolved within resolution times rolled up across all priorities, as per the device classification, as follows: (Not Contracted)	2. Desktop Support Services	90% of calls will be resolved within resolution times rolled up across all priorities, as per the device classification, as follows: • Critical: 4 Hrs (Normal Business Hours) • High: 6 Hrs (Normal Business Hours) • Medium: 10 Hrs (Normal Business Hours)	Incident/Requests on all contracted infrastructure		

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								• Low: 24 Hrs (Normal Business Hours)	
Managed LAN & Desktop	Maintaining and configuring of all configuration items within the contracted LAN infrastructure and includes the following: • onsite audits • Management of relevant databases			• Monthly and Quarterly reports on all contracted infrastructure.	• Monthly and Quarterly reports on all contracted infrastructure.	• Monthly and Quarterly reports on all contracted infrastructure. (Not Contracted)	• Monthly and Quarterly reports on all contracted infrastructure. (Not Contracted)	• Monthly and Quarterly reports on all contracted infrastructure.	Reporting

Managed LAN & Desktop	The service will provide Management, Maintenance, Monitoring and Proactive Support and includes the following: • Onsite support • Security devices • Anti Virus Protection system		85% of Scope completed as per approved baseline: • 85% Service Infrastructure Availability • 85% Patch distribution • 85% SP	90% of Scope completed as per approved baseline: • 90% Service Infrastructure Availability • 90% Patch distribution • 90% SP	95% of Scope completed as per approved baseline: • 95% Service Infrastructure Availability • 95% Patch distribution • 95% SP	16. LAN Security Management Services	95% of Scope completed as per approved baseline: • 90% Service Infrastructure Availability • 90% Patch distribution • 90% SP	The uptime, availability and deployment info of the specific solutions	

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• Firewall Protection (workstation) environment • Patch Management • Identity and Access Management • Certificate services		distribution • 85% DAT distribution • 85% desktop firewall distribution • 85% AV installation • 85% Security device availability • 85% Security Device Update	distribution • 90% DAT distribution • 90% desktop firewall distribution • 90% AV installation • 90% Security device availability • 90% Security Device Update	distribution • 95% DAT distribution • 95% desktop firewall distribution • 95% AV installation • 95% Security device availability • 95% Security Device Update		distribution • 90% DAT distribution • 90% desktop firewall distribution • 90% AV installation • 90% Security device availability • 90% Security Device Update	
		85% of calls will be resolved within resolution times rolled up across all priorities, as per the device classification, as follows: (Not Contracted)	90% of calls will be resolved within resolution times rolled up across all priorities, as per the device classification, as follows:	95% of calls will be resolved within resolution times rolled up across all priorities, as per the device classification,		90% of calls will be resolved within resolution times rolled up across all priorities, as per the device classification, as follows: • Critical: 4 Hrs (Normal Business	

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					(Contracted)	as follows:		Hours • High: 6 Hrs (Normal Business Hours) • Medium: 10 Hrs (Normal Business Hours) • Low: 24 Hrs (Normal Business Hours)	
SERVICE CONTRACTED					X				

3

F4.2 Services Detail

Service Category	Service Sub Category	Service Component	Service Component Description	Service Measures	Definition of service measures	Service Level Metrics	Dependencies
Managed LAN & Desktop	Managed LAN & Desktop	1. Non-Categorized Incident Resolution	Resolution of incidents / requests on all contracted LAN infrastructure within expected timeframes.	Incident / Request on all contracted LAN infrastructure	MTTR (Maximum time taken to resolve) calls logged for support per calendar month.	90% of calls will be resolved within resolution times rolled up across all priorities, as per the device classification, as follows: • Critical: 4 Hrs (Normal Business Hours) • High: 6 Hrs (Normal Business Hours) • Medium: 10 Hrs (Normal Business Hours) • Low: 24 Hrs (Normal Business Hours)	• Approval from Customer • User and Device availability • Dependent on 3rd party connectivity WAN, TELKOM etc. • Dependent on 3rd party contracting • Relevant Technology to be available from the client • Availability of required infrastructure to provide the service. • Relevant Policies, standards and processes from client
Managed LAN & Desktop	Managed LAN & Desktop	14. Desktop Management Services	Management, Maintenance, Proactive Support and Monitoring of the Desktop platform	The availability of a Desktop Back-End Technologies and Emulation Service	The availability of the services will be monitored and	% of Scope completed as per approved baseline:	• Approval from Customer • User and Device availability

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			Technologies that ensures optimal Desktop service availability and includes the following: • Onsite support • Packaging and distributing of software • Emulation tools sets • Management tool sets		reported per calendar month. (Normal Business Hours)	• 90% Agent Distribution • 90% Workstation Software Baseline • 90% Service Infrastructure Availability 90% of calls will be resolved within resolution times rolled up across all priorities, as per the device classification, as follows: • Critical: 4 Hrs (Normal Business Hours) • High: 6 Hrs (Normal Business Hours) • Medium: 10 Hrs (Normal Business Hours) • Low: 24 Hrs (Normal Business Hours)	• Dependent on 3rd party connectivity WAN, TELKOM etc. • Dependent on 3rd party contracting • Relevant Technology to be available from the client • Availability of required infrastructure to provide the service. • Relevant Policies, standards and processes from client
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Managed LAN & Desktop	Managed LAN & Desktop	16. LAN Security Management Services	The service will provide Management, Maintenance, Monitoring and Proactive Support and includes the following: • Onsite support • Security devices • Anti Virus Protection system • Firewall Protection (workstation) environment • Patch Management • Identity and Access Management • Certificate services	The uptime, availability and deployment info of the specific solutions	The availability of the technologies will be monitored and reported on as an averaged percentage uptime per service per calendar month.	% of Scope completed as per approved baseline: • 90% Service Infrastructure Availability • 90% Patch distribution • 90% SP distribution • 90% DAT distribution • 90% desktop firewall distribution • 90% AV installation • 90% Security device availability • 90% Security Device Update 90% of calls will be resolved within resolution times rolled up across all priorities, as per the device classification, as follows: • Critical: 4 Hrs (Normal Business Hours)	Approval from Customer • User and Device availability • Dependent on 3rd party connectivity WAN, TELKOM etc. • Dependent on 3rd party contracting • Relevant Technology to be available from the client • Availability of required infrastructure to provide the service. • Relevant Policies, standards and processes from client
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Managed LAN & Desktop	Managed LAN & Desktop	21. LAN & Desktop Performance Management	Monitoring and reporting on the performance of the contracted LAN & Desktop Infrastructure.	Reporting	Investigation into root causes and the provisioning of problem resolution reports. Assurance of process optimization and adherence. Consultation on technical queries. Business Improvements. Health and Performance Monitoring.	- High: 6 Hrs (Normal Business Hours) - Medium: 10 Hrs (Normal Business Hours) - Low: 24 Hrs (Normal Business Hours)	- Approval from Customer - User and Device availability - Dependent on 3rd party connectivity WAN, TELKOM etc. - Dependent on 3rd party contracting - Relevant Technology to be available from the client - Availability of required infrastructure to provide the service. - Relevant Policies, standards and processes from client
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F5. Excluded from this service are the following:

The following areas are excluded from the Annexure:

- a) All other applications not mention in point F7.2 below;
- b) Tapes and other consumables (can be quoted on client's request); and
- c) Physical Security
- d) Power and surge protection on WAN/LAN, network room-related sites. It is recommended that power and surge protection be installed on all sites.
- e) Support of any hardware, software or service not specified, or which the client separately contracts. The requirement of such a service can be negotiated with SITA.
- f) Data communication infrastructure (DCI) procurement will be registered as a service requested from the client and funded separately. The client will provide additional funds for this activity. This includes
 - new requirements,
 - renewals (upgrades and replacements),
 - equipment declared beyond commercial economical repair (BCER), as well as obsolete,
 - equipment damaged by acts of God and malicious damages,
 - being responsible for the budgeting, supply and distribution of all client DCI consumables,
 - software licences, and
 - Management tools.
- g) Voice communication infrastructure and the relevant voice communication services (IPT) costs do not form part of this document. It could be included separately if negotiated and contracted as agreed to by SITA and the client.
- h) Theft/fire warning systems and fire-fighting equipment (supply and maintenance of these systems and equipment). This is a client responsibility unless specified, funded and contracted to SITA.
- i) DCI equipment not connected to dedicated power (electrical power). Power-related damage to any DCI environment connected to standard power and not dedicated power will be replaced/ repaired at the cost of the client.
- j) The proposal excludes all Hardware and Cabling maintenance contracts and is thus excluded from the costing of the services.

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F6. Roles and responsibilities

Responsibilities	
SITA	Client
1. Execute command and control over its own personnel, including its contracted personnel, 2. Ensure that SITA personnel have the minimum qualifications and experience to perform their duties, 3. Accept responsibility for the quality of all services performed by SITA employees and subcontractors, 4. Establish, implement and maintain a quality system that pertains to the service, 5. Not remove any client assets/encryption devices from the client sites without prior permission from the client, 6. Ensure that the client users only connect to the client and client -approved sites, 7. Remain accountable for data backup processes and the scheduling of the backups, 8. Install and maintain approved corporate information systems like, for instance, e-mail systems, 9. Provide monthly reports that relate to the measurement of services rendered in accordance with this SLA, 10. Obtain an IT baseline from the ITSM7 database, 11. Ensure that the execution of services rendered by the third-party service providers of SITA meet service level requirements, 12. Ensure that work done in the ICT platform environment is accurately labelled/marked and documented	1. Provide environmental and office infrastructure as agreed to between the parties for each specific site, including power, air-conditioning, lighting, water and other facilities standard to an office environment, 2. Be accountable for the accuracy of the IT baseline on the ITSM7 database, 3. ensure physical security of any ICT infrastructure services supplied by SITA on the clients premises, 4. Ensure that a SITA and/or third-party service provider is afforded access to all facilities, information and systems, as required for the rendering of the service, provided that the necessary security requirements are adhered to, 5. Ensure adequate control mechanisms for assets provided by SITA on the client premises in terms of inventory and security management (losses or physical damage of SITA assets on client property, which are not due to negligence from SITA, will be for the account of the clients, pending a full investigation), 6. Ensure that SITA is afforded the necessary safety, support and assistance on the client premises, by the relevant clients staff and subcontractors, as reasonably required by SITA to render the service, 7. Ensure the execution of services rendered by the third-party service providers of the client in order for SITA to meet service levels, and will not penalise SITA, 8. Be accountable for all approved costs incurred by SITA for all devices not included in the contracted baseline, 9. Obtain authorisation from the client or other relevant authorities for infrastructure installation/alterations on the client sites, 10. Notify SITA or SITA contractors about security-sensitive information on a device prior to the removal of the said device,

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Responsibilities	
SITA	Client
	11. Ensure that client members do not remove/change any labelling in the ICT cabling infrastructure. 12. Be accountable for all costs incurred by SITA for the client approved repairs to cabling damaged by the client or other parties (excluding SITA and its contractors), and 13. Always involve SITA in and/or relay information to SITA timely about any SLA related issues planned/discussed/required.

F7. Pricing

F7.1 The following Table define the current contracted baseline:

#	DESCRIPTION	Estimated QTY
1	No. Of USERS	200
2	No. Of MAIL USERS?	200
3	No. Of WORKSTATIONS? (Desktops, Laptops)	200
4	No. Of SERVERS	1
5	No. Of SWITCHES	0
6	No. Of WAN ACCELERATION/QOS DEVICES?	0
7	No. OF PRINTERS, SCANNERS, MULTIFUNCTION?	25
8	No. Of IPS/IDS DEVICES?	0
9	Mobile Device	0
10	No. Of FIREWALL/GATEWAYS?	0
11	No. Of ACCESS SITES/LANS?	1

F7.2 The following technologies will be supported:

Service	Technology
Workstation	Windows 7 or higher
Network Operating System	Microsoft Windows Server 2012
Authentication and Authorization	Microsoft Windows Active Directory 2012
Email	Microsoft Exchange Server 2013
File services	Microsoft Windows Server 2012 File Services

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F7.3 The following Table identifies the Unit price and cost of the service.

LAN and DESKTOP Support Services

Fixed Price			
Description	Year 2022/2023	Year 2023/2024	Year 2024/2025
LAN and Desktop Services GOLD (Fixed price)			
Security Management Services	R 433 980,89	R 452 642,07	R 472 105,68
Desktop Management Services	R 1 289 578,82	R 1 345 030,71	R 1 402 867,03
Monthly	R 143 629,98	R 149 806,06	R156 247,73
Total	R1 723 559,71	R1 797 672,78	R1 874 972,71
Vat @ 15%	R258 533,96	R269 650,92	R281 245,91
Total Cost (Incl. VAT)	R1 982 093,67	R2 067 323,70	R2 156 218,61

F8. Penalties

1. A penalty of 2.5% of the monthly total cost of the service component may be imposed if it is found that SITA failed to meet the agreed SLA metric for the service component, and such failure was not caused by a failure of the client to comply with its obligations and duties in terms of this SLA.
2. Where penalties are imposed, the relevant monthly invoice will be reduced by the penalty amount or a credit note for the penalty amount will be passed within 3 months of the target not being met.
3. The client reserves the right to enforce these penalties, or not, depending on the merit of each case.

F9. Dependencies and constraints

F9.1 Dependencies:

1. This Annexure is dependent on a valid and approved Purchase Order (PO) from the client.
2. The effective implementation of the responsibilities specified for SITA and the client.
3. The procurement of services, hardware and software additional to this agreement, as requested by the client or recommended by SITA.
4. Guaranteed access to client sites, offices, etc., in order for SITA or third-party service providers to render the required services according to this SLA.
5. Availability of the ITSM7 for call management (not infrastructure) and accurate communication on the ITSM7 from the client to SITA (i.e. requests, problems, etc.).

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6. The client only using standardised/approved software.
7. Client developed software source codes will be supplied to SITA for support.
8. Performance and availability of hardware, software, network management tools and data lines supplied by the client and subcontractors of the client.
9. Availability of skills in SITA.
10. Correct and approved information from the client to generate, change and cancel access to the mainframe or part thereof.
11. The client actions taken against environmental threats.
12. Supporting Contracts.
13. Availability of equipment for testing.
14. Network bandwidth availability for system management and software distribution.
15. Detailed, clear and formal communication between the client and SITA.
16. Availability of accurate information from the client that relates to hardware and software changes.
17. Performance and availability functioning of hardware, software and data lines supplied by subcontractors of the client (e.g. Telkom).
18. Communication that is timely submitted in order for SITA to respond.
19. Adherence to and compliance with the relevant security policy of the client by both parties.
20. The procurement of hardware, software and data lines as recommended by SITA.
21. Quality assurance (QA) and final acceptance by SITA of services delivered by contractors or the client in terms of this SLA environment.
22. Services delivered by the client or their third-party service providers.
23. Availability of efficient management systems
24. All software and licensing to be supplied by the client or as specified otherwise.
25. Handover documentation to be supplied by the client i.e. (Applications, Software licence register, Passwords and working procedures).
26. Maintenance contracts or warranty agreements are in place.
27. Full functional data centre with the relevant environmental systems in place.

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F9.2 Constraints:

1. Client funding of supporting contracts and toolsets.
2. The Client supplied equipment that is not according to standard.
3. If the agreed to LAN desktop support (LDS) baseline grows more than 1% and is sustained for three consecutive months, the support ratio will need to change.
4. Guaranteed access to client sites, offices, etc., in order for SITA or third-party service providers to render the required services according to this SLA.
5. The availability of skills in SITA.
6. Provision by SITA of a suitably equipped portable network room in cases where the client is unable to do so. A project will be registered and extra funds requested from the client.
7. Non-adherence to total lifecycle principles (non-renewal/replacement of outdated equipment).
8. Client security requirements.
9. Non-adherence to administrative issues by SITA and the client.
10. Non-adherence to procedures and instructions by SITA and the client.
11. Incorrect, non-reporting or late reporting/logging of calls.

F10. Assumptions

- The client will be responsible for all End User or Desktop Maintenance Contracts when required;
- The client will be responsible for provisioning of all Software Licensing;
- All ITC policies and procedures are in place where applicable;
- All software supported should fall under the OEM life cycle. If not best effort service will apply; and

F11. Additional Services LAN & Desktop Services on quotation or project basis

- Major enhancements like version change and/or new projects.

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F12. Certification:

We hereby certify that this Annex covers the full extent of the Managed LAN & Desktop Support as required.
We further accept the service and the price accordingly.

This Annex shall be effective from 1 April 2022 until 31 March 2025.

Thus done and signed at 14/04/2022 on this ____ day of ____ 20____
19 April 2022



SIGNATURE.COM

Full names: LINDOKUHLE MKHUMANE

On behalf of the Department of Small Business Development

And duly authorised thereto

Thus done and signed at _____ on this ____ day of ____ 20____

Full names: _____

On behalf of State Information Technology Agency (SOC) Ltd

And duly authorised thereto



Annex G to SLA 8211: Managed LAN & Desktop Services

Document No:	8211_G
Version:	3.0
Author:	Gary Pieters
Effective date:	1 April 2022
Electronic File:	8211_G ver 3.0

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Annex G: Service Category Managed LAN & Desktop Services

G1. Service Classification

This Service is classified as Managed LAN & Desktop Support services in terms of the SITA Services Catalogue and as a non-mandatory service in terms of the SITA Act.

The Desktop Support Service provides an end-to-end service for Desktop Infrastructure but specific services as required by the Department can be provided independently of each other.

This service is focused more on decentralised, on-Site support on client's Desktop environment. The LAN Infrastructure is defined as all hardware and software and application services running on the server and desktop/laptop.

The proposed services will enable SITA to ensure optimised and cost-effective availability, reliability and performance of the LAN and Desktop environment.

G2. Scope

The scope of this document is to provide a Desktop Support service for the Department of Small Business and Development.

G3. Reference(s)

None

G4. Benefit Statement

The value contribution of Managed LAN & Desktop to the customer as it addresses the business challenges.

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#	Aspect of business challenge	Value statement	
		Area	Statement
1	Economies of scale	Pricing	• By sharing resources across services provided to different clients, pricing can be reduced • Sharing LAN & Desktop infrastructure, services and technologies across government sectors will reduce vendor and license agreements costs
2	Reduced duplication	Cost reduction	• Negates the need for Government to have a multitude of different call and/or monitoring centres • Reduced duplication of LAN & Desktop infrastructure, resources and services
3	Interoperability	Preventing duplication	• By merging call centres across different services, pricing can be reduced • Negates the need for Government to have a multitude of different call centres, thereby enhancing efficiency • Ability to have common platforms and services across government
4	Standardisation of services	Standards	• Defining minimum LAN & Desktop standards for government to improve service delivery • Reduced cost to government
5	Information System Security	Security	• Improved availability, integrity and confidentiality of security services

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G5. Service Category: Managed LAN & Desktop Services

G5.1 Service Metric: LAN & Desktop Support Services

Service Offering	Service Description	Grades of Service				Service Components	Measurement	
		Bronze		Gold	Platinum		Metric	Unit of measure
Managed LAN & Desktop	Resolution of incidents / requests on all contracted LAN infrastructure within expected timeframes.	80% of calls will be resolved within resolution times rolled up across all priorities, as per the device classification, as follows:	85% of calls will be resolved within resolution times rolled up across all priorities, as per the device classification, as follows:	90% of calls will be resolved within resolution times rolled up across all priorities, as per the device classification, as follows:	95% of calls will be resolved within resolution times rolled up across all priorities, as per the device classification, as follows:	1. Non-Categorized Incident Resolution	90% of calls will be resolved within resolution times rolled up across all priorities, as per the device classification, as follows:	Incident / Request on all contracted LAN infrastructure
		(Contracted)	(Not Contracted)	(Not Contracted)	(Not Contracted)		• Critical: 4 Hrs (Normal Business Hours) • High: 6 Hrs (Normal Business Hours) • Medium: 10 Hrs (Normal Business Hours) • Low: 24 Hrs (Normal Business Hours)	

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Managed LAN & Desktop	On-site Maintenance, Support and Monitoring of Desktop platform.	80% of calls will be resolved within resolution times rolled up across all priorities, as per the device classification, as follows:	(Contracted)	(Not Contracted)	85% of calls will be resolved within resolution times rolled up across all priorities, as per the device classification, as follows:	90% of calls will be resolved within resolution times rolled up across all priorities, as per the device classification, as follows:	95% of calls will be resolved within resolution times rolled up across all priorities, as per the device classification, as follows:	2. Desktop Support Services	90% of calls will be resolved within resolution times rolled up across all priorities, as per the device classification, as follows: • Critical: 4 Hrs (Normal Business Hours) • High: 6 Hrs (Normal Business Hours) • Medium: 10 Hrs (Normal Business Hours) • Low: 24 Hrs (Normal Business Hours)	Incident/Requests on all contracted infrastructure
Managed LAN & Desktop	On-site Maintenance, Support and Monitoring of the Printer platform.	80% of calls will be resolved within resolution times rolled up across all priorities, as per the device classification, as follows:	85% of calls will be resolved within resolution times rolled up across all priorities, as per the device classification, as follows:	90% of calls will be resolved within resolution times rolled up across all priorities, as per the device classification, as follows:	95% of calls will be resolved within resolution times rolled up across all priorities, as per the device classification, as follows:	3. Printer Support Services	90% of calls will be resolved within resolution times rolled up across all priorities, as per the device classification, as follows:	Incident/Requests on all contracted infrastructure	Incident/Requests on all contracted infrastructure	

[illegible]

		times rolled up across all priorities, as per the device classification, as follows: (Contracted)	resolution times rolled up across all priorities, as per the device classification, as follows: (Not Contracted)	resolution times rolled up across all priorities, as per the device classification, as follows: (Not Contracted)	resolution times rolled up across all priorities, as per the device classification, as follows: (Not Contracted)	resolution times rolled up across all priorities, as per the device classification, as follows: (Not Contracted)	resolution times rolled up across all priorities, as per the device classification, as follows: (Not Contracted)	Low: 24 Hrs (Normal Business Hours)	
Managed LAN & Desktop	On-site installation, configuration, maintenance and support of corporate approved applications on approved mobile devices.	80% of calls will be resolved within resolution times rolled up across all priorities, as per the device classification, as follows:	85% of calls will be resolved within resolution times rolled up across all priorities, as per the device classification, as follows:	90% of calls will be resolved within resolution times rolled up across all priorities, as per the device classification, as follows:	95% of calls will be resolved within resolution times rolled up across all priorities, as per the device classification, as follows:	9. Mobile support services	90% of calls will be resolved within resolution times rolled up across all priorities, as per the device classification, as follows: • Critical: 4 Hrs (Normal Business Hours) • High: 6 Hrs (Normal Business Hours) • Medium: 10 Hrs (Normal Business Hours) • Low: 24 Hrs (Normal Business Hours)	Incident/Requests on all contracted infrastructure	

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							Business Hours)	
Service Management	The handling of defined inbound communication channels during agreed times and within agreed service and quality levels.	• 80 % of calls answered in (20) seconds over a period of one calendar month. • 80% Satisfaction Levels, i.e. (Inbound calls)	• 80 % of calls answered in (20) seconds over a period of one calendar month. • 80% Satisfaction Levels, i.e. (Inbound calls)	• 80 % of calls answered in (20) seconds over a period of one calendar month. • 80% Satisfaction Levels, i.e. (Inbound calls)	• 80 % of calls answered in (20) seconds over a period of one calendar month. • 80% Satisfaction Levels, i.e. (Inbound calls)	27. Service Desk : Inbound Channel Handling	• 80 % of calls answered in (20) seconds over a period of one calendar month. • 80% Satisfaction Levels, i.e. (Inbound calls)	Responsiveness of Service Desk

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Service Management	Provision of Incident/ Request Management reports on the performance of all support environments/services.	Implementation of the Incident/ Request Management escalation procedure aligned to the Incident/Request Management Process supporting effective monitoring of escalations as defined by the escalation procedure with the Client.	• 90% Availability of Service Management Reporting Platform • 90% automated escalation agreed procedure.	• 90% Availability of Service Management Reporting Platform • 90% automated escalations as per agreed escalation procedure.	• 90% Availability of Service Management Reporting Platform • 90% automated escalations as per agreed escalation procedure.	• 90% Availability of Service Management Reporting Platform • 90% automated escalations as per agreed escalation procedure.	28. Incident and Request Management : Monitoring, Reporting and escalation on performance against all Incidents and Request	• 90% Availability of Service Management Reporting Platform • 90% automated escalations as per agreed escalation procedure.	Availability of Incident/ Request Management Performance Reports
			(Contracted)	(Not Contracted)	(Not Contracted)	(Not Contracted)			
SERVICE CONTRACTED	X								

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G5.2 Services Detail

Service Category	Service Sub Category	Service Component	Service Component Description	Service Measures	Definition of service measures	Service Level Metrics	Dependencies
Managed LAN & Desktop	Managed LAN & Desktop	1.Non-Categorized Incident Resolution	Resolution of incidents / requests on all contracted LAN infrastructure within expected timeframes.	Incident / Request on all contracted LAN infrastructure	MTTR (Maximum time taken to resolve) calls logged for support per calendar month.	90% of calls will be resolved within resolution times rolled up across all priorities, as per the device classification, as follows: • Critical: 4 Hrs (Normal Business Hours) • High: 6 Hrs (Normal Business Hours) • Medium: 10 Hrs (Normal Business Hours) • Low: 24 Hrs (Normal Business Hours)	• Approval from Customer • User and Device availability • Dependent on 3rd party connectivity WAN, TELKOM etc. • Dependent on 3rd party contracting • Relevant Technology to be available from the client • Availability of required infrastructure to provide the service. • Relevant Policies, standards and processes from client
		(Contracted)					

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Managed LAN & Desktop	Managed LAN & Desktop	2.Desktop Support Services	On-site Maintenance, Support and Monitoring of Desktop platform.	Incident/Requests on all contracted infrastructure	MTTR (Maximum time taken to resolve) calls logged for support per calendar month.	90% of calls will be resolved within resolution times rolled up across all priorities, as per the device classification, as follows: • Critical: 4 Hrs (Normal Business Hours) • High: 6 Hrs (Normal Business Hours) • Medium: 10 Hrs (Normal Business Hours) • Low: 24 Hrs (Normal Business Hours)	• Approval from Customer • User and Device availability • Dependent on 3rd party connectivity WAN, TELKOM etc. • Dependent on 3rd party contracting • Relevant Technology to be available from the client • Availability of required infrastructure to provide the service. • Relevant Policies, standards and processes from client
Managed LAN & Desktop	Managed LAN & Desktop	3.Printer Support Services	On-site Maintenance, Support and Monitoring of the Printer platform.	Incident/Requests on all contracted infrastructure	MTTR (Maximum time taken to resolve) calls logged for support per calendar month.	90% of calls will be resolved within resolution times rolled up across all priorities, as per the device classification, as follows: • Critical: 4 Hrs (Normal Business Hours) • High: 6 Hrs (Normal Business Hours) • Medium: 10 Hrs (Normal Business Hours) • Low: 24 Hrs (Normal Business Hours)	• Approval from Customer • User and Device availability • Dependent on 3rd party connectivity WAN, TELKOM etc. • Dependent on 3rd party contracting • Relevant Technology to be available from the client • Availability of required infrastructure to provide the service. • Relevant Policies, standards and processes

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						Business Hours)	from client
Managed LAN & Desktop	Managed LAN & Desktop	4. LAN & Desktop Security Support Services	The service will provide onsite Maintenance and Support for the following: • Anti-Virus (AV) Protection system • Desktop firewall • Patches	• The installation of the specific solutions	The installation of the solutions will be monitored and reported on as an averaged percentage per calendar month.	90% of calls will be resolved within resolution times rolled up across all priorities, as per the device classification, as follows: • Critical: 4 Hrs (Normal Business Hours) • High: 6 Hrs (Normal Business Hours) • Medium: 10 Hrs (Normal Business Hours) • Low: 24 Hrs (Normal Business Hours)	• Approval from Customer • User and Device availability • Dependent on 3rd party connectivity WAN, TELKOM etc. • Dependent on 3rd party contracting • Relevant Technology to be available from the client • Availability of required infrastructure to provide the service. • Relevant Policies, standards and processes from client
		(Contracted)					
Managed LAN & Desktop	Managed LAN & Desktop	9. Mobile support services	On-site installation, configuration, maintenance and support of corporate approved applications on approved mobile devices.	Incident/Requests on all contracted infrastructure	MTTR (Maximum time taken to resolve) calls logged for support per calendar month.	90% of calls will be resolved within resolution times rolled up across all priorities, as per the device classification, as follows: • Critical: 4 Hrs (Normal Business Hours) • High: 6 Hrs (Normal Business Hours)	• Approval from Customer • User and Device availability • Dependent on 3rd party connectivity WAN, TELKOM etc. • Dependent on 3rd party contracting • Relevant Technology to be available from the client • Availability of required
		(Contracted)					

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Service Management	Service Management	27. Service Desk : Inbound Channel Handling	The handling of defined inbound communication channels during agreed times and within agreed service and quality levels.	Responsiveness of Service Desk	- Number of calls answered that have breached 20 seconds before being answered divided by Total number of calls received for the calendar month (07h30 to 16h30, excl weekends & public holidays) - Number of satisfied surveys (top 2 box scores) divided by total survey responses.	(Normal Business Hours) Low: 24 Hrs (Normal Business Hours)	infrastructure to provide the service. Relevant Policies, standards and processes from client	- Volumes of calls as per proposal not exceeding (50) per month also considering demand patterns not exceeding 30% of contracted volumes of calls in a week. - Level of users participates in the survey to obtain a reasonable sample impact by Client intervention should be greater than 50% of calls for the month.
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Service Management	Service Management	28. Incident and Request Management : Monitoring, Reporting and escalation on performance against all Incidents and Request	Provision of Incident/ Request Management reports on the performance of all support environments/services. Implementation of the Incident/ Request Management escalation procedure aligned to the Incident/Request Management Process supporting effective monitoring of escalations as defined by the escalation procedure with the Client.	Availability of Incident/ Request Management Performance Reports	Provision of access to automated reports on: • Maximum Time to Resolve (MTTR) per service category and priority • Maximum Time to Respond (MTTR) per service category and priority • % of automated escalations carried out as per agreed escalation procedure.	80% Availability of Service Management Reporting Platform • 80% automated escalations as per agreed escalation procedure.	Customer and/or 3rd Parties must have internet access. • Reports will be provided on performance based on information that is within SITA's control. • The Client must provide a Process Owner to maintain management control. • As per agreed scope of the escalation procedure enabled by the Client and/or 3rd Parties. • Client keeping SITA informed of any changes in their support and/or reporting structures • Client keeping SITA informed of any changes in foundation data as originally defined in the URS. (e.g. Site information)
		(Contracted)					

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G6. Roles and responsibilities

Responsibilities	
SITA	Client
1. Execute command and control over its own personnel, including its contracted personnel, 2. Ensure that SITA personnel have the minimum qualifications and experience to perform their duties, 3. Accept responsibility for the quality of all services performed by SITA employees and subcontractors, 4. Establish, implement and maintain a quality system that pertains to the service, 5. Not remove any client assets/encryption devices from the client sites without prior permission from the client, 6. Ensure that the client users only connect to the client and client -approved sites, 7. Remain accountable for data backup processes and the scheduling of the backups, 8. Install and maintain approved corporate information systems like, for instance, e-mail systems, 9. Provide monthly reports that relate to the measurement of services rendered in accordance with this SLA, 10. Obtain an IT baseline from the ITSM7 database, 11. Ensure that the execution of services rendered by the third-party service providers of SITA meet service level requirements, 12. Ensure that work done in the ICT platform environment is accurately labelled/marked and documented	1. Provide environmental and office infrastructure as agreed to between the parties for each specific site, including power, air-conditioning, lighting, water and other facilities standard to an office environment, 2. Be accountable for the accuracy of the IT baseline on the ITSM7 database, 3. ensure physical security of any ICT infrastructure services supplied by SITA on the clients premises, 4. Ensure that a SITA and/or third-party service provider is afforded access to all facilities, information and systems, as required for the rendering of the service, provided that the necessary security requirements are adhered to, 5. Ensure adequate control mechanisms for assets provided by SITA on the client premises in terms of inventory and security management (losses or physical damage of SITA assets on client property, which are not due to negligence from SITA, will be for the account of the clients, pending a full investigation), 6. Ensure that SITA is afforded the necessary safety, support and assistance on the client premises, by the relevant clients staff and subcontractors, as reasonably required by SITA to render the service, 7. Ensure the execution of services rendered by the third-party service providers of the client in order for SITA to meet service levels, and will not penalise SITA, 8. Be accountable for all approved costs incurred by SITA for all devices not included in the contracted baseline, 9. Obtain authorisation from the client or other relevant authorities for infrastructure installation/alterations on the client sites, 10. Notify SITA or SITA contractors about security-sensitive information on a device prior to the removal of the said device,

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Responsibilities	
SITA	Client
	11. Ensure that client members do not remove/change any labelling in the ICT cabling infrastructure. 12. Be accountable for all costs incurred by SITA for the client approved repairs to cabling damaged by the client or other parties (excluding SITA and its contractors), and 13. Always involve SITA in and/or relay information to SITA timely about any SLA related issues planned/discussed/required.

G7. Pricing

G7.1 The current contracted Services:

Table 1 :

No.	Description
1	Non-Categorized Incident Resolution
2	Desktop Support Services
3	Printer Support Services
4	LAN & Desktop Security Support Services
5	Mobile Support Services
6	Service Desk: Inbound Channel Handling
7	Incident and Request Management: Monitoring and Reporting

G7.2 Services Cost

The table below gives the breakdown of the cost for the services included in this Annex.

Table 2 :

No.	Description	Amount
1	Desktop Support	R10 043,05
	Incident Management, Desktop, Mobile and VIP Support	
	Total (Excl. VAT)	R10 043,05
	PLUS: 15% VAT	R1 506,46
	TOTAL COST PER MONTH including VAT	R11 549,51
	TOTAL COST PER ANNUM including VAT Year 1(22/23)	R138 594,09
	TOTAL COST PER ANNUM including VAT Year 2(23/24) (4.45% CPI)	R144 761,53
	TOTAL COST PER ANNUM including VAT Year 3(24/25) (4.49% CPI)	R151 261,32

G8. Penalties

1. A penalty of 2.5% of the monthly total cost of the service component may be imposed if it is found that SITA failed to meet the agreed SLA metric for the service component, and such failure was not caused by a failure of the client to comply with its obligations and duties in terms of this SLA.
2. Where penalties are imposed, the relevant monthly invoice will be reduced by the penalty amount or a credit note for the penalty amount will be passed within 3 months of the target not being met.
3. The client reserves the right to enforce these penalties, or not, depending on the merit of each case.

G9. Overtime

1. Where overtime is required, the detail of services required has to be officially approved by the Client within reasonable time, preferable 8 (eight) hours, prior to the commencement of the required overtime.
2. Overtime is calculated on the approved Treasury tariffs for the specific type of resource:
 - i) Normal overtime: 1.5 x hourly rate
 - ii) Saturday: 1.5 x hourly rate
 - iii) Sunday: 2 x hourly rate
 - iv) Public holidays: 2.3 x hourly rate
3. In case of a call-out during standby, only the overtime hours will be billable. In case of a request to work after hours, overtime hours and travelling costs will be billable. This will be specified separately on the monthly invoicing

G10. Dependencies and constraints

G10.1 Dependencies:

1. This Annexure is dependent on a valid and approved Purchase Order (PO) from the client.
2. The effective implementation of the responsibilities specified for SITA and the client.
3. The procurement of services, hardware and software additional to this agreement, as requested by the client or recommended by SITA.
4. Guaranteed access to client sites, offices, etc., in order for SITA or third-party service providers to render the required services according to this SLA.
5. Availability of the ITSM7 for call management (not infrastructure) and accurate communication on the ITSM7 from the client to SITA (i.e. requests, problems, etc.).
6. The client only using standardised/approved software.
7. Client developed software source codes will be supplied to SITA for support.
8. Performance and availability of hardware, software, network management tools and data lines supplied by the client and subcontractors of the client.
9. Availability of skills in SITA.
10. Correct and approved information from the client to generate, change and cancel access to the mainframe or part thereof.
11. The client actions taken against environmental threats.
12. Supporting Contracts.
13. Availability of equipment for testing.
14. Network bandwidth availability for system management and software distribution.
15. Detailed, clear and formal communication between the client and SITA.
16. Availability of accurate information from the client that relates to hardware and software changes.
17. Performance and availability functioning of hardware, software and data lines supplied by subcontractors of the client (e.g. Telkom).
18. Communication that is timely submitted in order for SITA to respond.
19. Adherence to and compliance with the relevant security policy of the client by both parties.
20. The procurement of hardware, software and data lines as recommended by SITA.
21. Quality assurance (QA) and final acceptance by SITA of services delivered by contractors or the client in terms of this SLA environment.

22. Services delivered by the client or their third-party service providers.
23. Availability of efficient management systems
24. All software and licensing to be supplied by the client or as specified otherwise.
25. Handover documentation to be supplied by the client i.e. (Applications, Software licence register, Passwords and working procedures).
26. Maintenance contracts or warranty agreements are in place.
27. Full functional data centre with the relevant environmental systems in place.

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G10.2 Constraints:

1. Client funding of supporting contracts and toolsets.
2. The Client supplied equipment that is not according to standard.
3. If the agreed to LAN desktop support (LDS) baseline grows more than 1% and is sustained for three consecutive months, the support ratio will need to change.
4. Guaranteed access to client sites, offices, etc., in order for SITA or third-party service providers to render the required services according to this SLA.
5. The availability of skills in SITA.
6. Provision by SITA of a suitably equipped portable network room in cases where the client is unable to do so. A project will be registered and extra funds requested from the client.
7. Non-adherence to total lifecycle principles (non-renewal/replacement of outdated equipment).
8. Client security requirements.
9. Non-adherence to administrative issues by SITA and the client.
10. Non-adherence to procedures and instructions by SITA and the client.
11. Incorrect, non-reporting or late reporting/logging of calls.

G11. Assumptions

- The client will be responsible for all End User or Desktop Maintenance Contracts when required; and
- The client will be responsible for provisioning of all Software Licensing; and
- All ITC policies and procedures are in place where applicable; and
- All software supported should fall under the OEM life cycle. If not, best effort service will apply.

G12. Critical / VIP List

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G13. Certification:

We hereby certify that this Annex covers the full extent of the Managed LAN & Desktop Support as required.
We further accept the service and the price accordingly.

This Annex shall be effective from 1 April 2022 until 31 March 2025.

Thus done and signed at Pretoria on this ____ day of ____ 20____
19 April 2022



SIGNFLOW.COM

Full names: LINDOKUHLE MKHUMANE

On behalf of the Department of Small Business Development

And duly authorised thereto

Thus done and signed at _____ on this ____ day of ____ 20____

Full names: _____

On behalf of State Information Technology Agency (SOC) Ltd

And duly authorised thereto



small business development

Department:
Small Business Development
REPUBLIC OF SOUTH AFRICA

FINAL CERTIFICATION MEMORANDUM

Reference No: **SITA/LS/05/04/2022**
Enquiries: Mbavhi Mufamadi
Division: Corporate Services
Room No: THIRD FLOOR, Block G
Tel: (081) 874 4024
Fax: (012) 394 2877
Email: Mmufamadi@dsbd.gov.za

TO: MR. LINDOKUHLE MKHUMANE
DIRECTOR - GENERAL
DEPARTMENT OF SMALL BUSINESS DEVELOPMENT

**SUBJECT: BUSINESS AGREEMENT BETWEEN THE DEPARTMENT OF SMALL
BUSINESS DEVELOPMENT (DSBD) AND THE STATE INFORMATION
TECHNOLOGY AGENCY (SITA)**

INSTRUCTION

1. Legal Services received an instruction from the Corporate Management Unit to vet Agreement between DSBD and SITA.

BACKGROUND

2. DSBD is mandated to lead an integrated approach on the promotion and development of small businesses and co-operatives as strategically positioned to be the forefront of leading and coordinating a joint effort within the small business arena as advocated by the National Development Plan.

3. In terms of the SITA Act 88 of 1998, all Government Departments are obliged to enlist the ITC Service of SITA and do not procure such services on its own accord. In respect thereof SITA annually updates the services standard catalogue attached to the SLA with DSBD.
4. The Department of Small Business Development (DSBD), as a national department, is mandated by the SITA Act to consume specific services rendered by SITA. In this regard, compliance to the Act is required and to measure the quality of services provided and the attached Service Level Agreement from SITA is therefore required.
5. This service is focussed to delivering LAN and Desktop Services from a centralised and decentralised capability. The LAN Infrastructure is defined as all hardware, software and related services provided from the router (excluded) to the applications running on the desktop, inclusive of telephony, mobile devices and the end-user.

DISCUSSION

6. Legal Services in vetting the Agreements considered the legal risks and implications of these Agreements as well as relevant roles, responsibilities and obligations of the Parties for successful implementation.
7. The Agreements are consistent in law, do not contain any legal, financial or reputational risks for DSBD and is consistent with the relevant regulatory and legislative frameworks of DSBD.

RECOMMENDATIONS

8. The Agreement may accordingly be signed by the Director-General.

9. Please ensure further that the last page of each original Agreement is dated and signed and that each page to the Agreement and Annexures are initialled by both Parties.
10. Project Managers of the Agreement shall ensure that the Impementation Plan and modalities are developed, approved and attached to the Agreement.
11. Thereafter, originals must be kept by the DSBD and a copy forwarded to other party.
12. **Kindly provide Legal Services' with a copies of the signed Agreement for our records.**

PPaideya
PRIYA PAIDEYA

DIRECTOR: LEGAL SERVICES

DEPARTMENT OF SMALL BUSINESS DEVELOPMENT

DATE: 11 APRIL 2022