



Annex M to SLA 1064_001: Application Maintenance Services

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M1. Service classification

This service is classified as application maintenance in terms of the SITA Services Catalogue and as a non-mandatory service for unique applications and as a mandatory service for transversal applications in terms of the SITA Act (Act 88 of 1998 as amended by Act 38 of 2002).

M2. Reference(s)

- a) Business Agreement document number 1866BA; electronic document e-OCSM40_1-0
- b) Primary Service Level Agreement authored by Patricia Ramahanelo signed 18 July 2022
- c) Annexure M: application maintenance support 2021-2024

M3. Benefit statement

- a) Reduced duplication.
- b) Leverage on economies of scale.
- c) Ensure that all products and services are secure.
- d) Ensure that all ICT solutions within Government can integrate/interoperate.
- e) Increased productivity at a lower cost.
- f) Ensure that we empower the previously disadvantaged by
 - i) providing them with access to economic opportunities,
 - ii) providing them with a cost-effective way of accessing government services via different channels anywhere, anytime, anyhow, and
 - iii) providing them with training and overall skills development to understand and use the different channels available to them to access government services.

No.	Aspect of business challenge	Value statement	
		Area	Statement
1	Applications Applications have been developed to address the unique requirements of the OTP	ICT planning	Set direction and standards for ICT and Enterprise Architecture. Validate/certify conformance and performance thereto.
		ICT operations	Ensure that ICT systems and technology infrastructure are maintained in a reliable, available and secure environment.
2	Value contributed	Security	Ensure that information systems and related technologies operate in a maintained security environment.
		Interoperability	Ensure that information systems and ICT infrastructure of government can interconnect and exchange information.
		Reduced duplication	Eliminate unnecessary duplications by promoting sharing and consolidation of Information systems and ICT infrastructure across government.
		Economies of scale	Leverage collective purchasing power of government to lower unit prices from industry.
		Digital inclusion	Promote the South African ICT industry, with a particular emphasis on broad-based black economic empowerment (BBBEE), labour absorption and stimulation of equitable economic growth and skills development of ICT in South Africa.
3	Outcomes	Lower cost of government service delivery operations	Reduce time, complexity, repetition and duplication of tasks.
		Increased productivity of government operations	Improve the quality and quantity of traditional public sector outputs or introduce new processes to produce outputs and render services that were previously impossible.
		Citizen convenience when interacting with government	Offer equal access to government information systems and services, provide more and better information, improve information service quality and privacy, provide remedies for failures and offer best value for money.

M3.1 Applications Scope

- 3.1.1 The overall objective of this agreement is to specify the scope and nature of the services to be made available to the Office of the Premier in support of their application systems requirements.
- 3.1.2 The objective of the service that is described in this document is to render a reliable application contract management service in the support phase of the system live cycle, within the environment of the client, as specified in the business agreement between SITA and Limpopo Provincial Administration- eOCSM40_1-0 for the rendering of information technology services.
- 3.1.3 The following applications and databases have been developed and implemented and are included for functional application support by SITA in this SLA:
- Leave Management;
 - Facilities Management (Rooms and Resources System);
 - Vehicle Management;
 - System Administration Application;
 - Training Needs Analysis System
 - Electronic PMDS;
 - Research Data Collection System;
 - HCL Domino Administration.
 - Microsoft Exchange Online
 - Microsoft Outlook Email
 - Any other ad hoc request that may be assigned from time to time
- 3.1.4 New and/or re-engineered applications and databases that will be developed and implemented by OTP are support by SITA in this SLA:
- 3.1.5 These systems will be supported to at least their current level of services but will have to be assessed in terms of scope, context, their current life cycle status and interfaces with other systems.
- 3.1.6 The scope of the agreement covers the following aspects:
- a) Defined services elements and levels of performance required to maintain the efficiency and effectiveness of the application systems.
 - b) Defined roles and responsibilities of all the parties involved in achieving the overall objectives.
 - c) The control mechanisms whereby the actual service levels are managed.
 - d) SITA to provide a service on the HCL Notes/Domino server's application environment, Microsoft Exchange Online, Microsoft Outlook Email and any other application environment arising from new or re-engineered applications where in contracted resources will be assigned to the OTP. OTP should be part of the selection process including interviews for the appointment of the contracted resource(s) who will be based on OTP site.
 - e) The services levels defined in this annexure must be used by OTP to manage SITA in terms of service delivery.



M4. Service category: managed applications

M4.1 Service metric

Managed Applications	Service offering	Service description	Configured service	Additional features required	Service components	Measurement (to ensure accurate measurement, a RFS must be logged for each task)	
			Basic features			Metric	Unit of measure
	Application maintenance	SITA's approach to the maintenance service of the application systems is underpinned by the following principles: • Provide the service in a way that is least disruptive to the business. • Provide the maintenance within a formal framework of governance (SLA). • The financial risk (to both the client and SITA) inherent to maintenance should be contained. • Maintain application disaster recovery plan(s).	• Corrective maintenance • Preventative maintenance • Perfective maintenance • Adaptive maintenance • Technical production support • SLA reporting	Not applicable	Corrective maintenance Preventative maintenance Perfective maintenance Adaptive maintenance Technical production support SLA reporting	100% of calls to be resolved within the resolution times rolled up across all priorities as follows: • critical: 4 hours; • high: 8 hours • medium: 24 hours; and • low: 40 hours. 100% completion within agreed upon time	Percentage Percentage Percentage Percentage Percentage

Service management

M4.2 Services detail

Service category	Service subcategory	Service component	Service component description	Service measure	Definition of service measure	Service level metrics	Dependencies
Application maintenance	Application maintenance	Corrective maintenance	- The reactive modification of a software product performed after delivery to correct discovered problems. - Corrective maintenance includes data corrections due to system errors, correction of program malfunctions and abnormal ends. - Emergency maintenance.	Percentage	Percentage of RFS (corrections) completed within an agreed number of hours per category, as defined per application and client	100% of calls to be resolved within the resolution times rolled up across all priorities as follows: - critical: 4 hours; - high: 8 hours - medium: 24 hours; and - low: 40 hours.	- Managed infrastructure for the runtime environment. - ICT Advisory Services to adhere to norms and standards. - Information Management infrastructure is used as source. - Security Management to protect valuable and sensitive information. - Service Management Centre. - Application Support to support the client in the proper and effective use of the application. - Acquisition Management to acquire the software needed to build the environment. - Contract Management to manage the contract and licences of resources acquired.
Application maintenance	Application maintenance	Preventative maintenance	- The modification of a software product after delivery to detect and correct latent faults in the software product before they become operational faults. - Tasks such as data restructuring and code restructuring. - No increase in functionality.	Percentage	Percentage of RFS (corrections) completed as per the planned and agreed target date.	100% of RFS (corrections) completed as per the planned and agreed target date.	- Ineffective governance of projects/services, including the failure to appoint relevant system managers. - Unavailability of key users at critical points in approval/ acceptance processes. - Budgetary constraints/ limitations. - Up-skilling of resources for any future systems/ technology. - The loss of current resources/ skills may have an impact on the service delivery provided by SITA.

Service category	Service subcategory	Service component	Service component description	Service measure	Definition of service measure	Service level metrics	Dependencies
Application maintenance	Application maintenance	Perfective maintenance	- Software maintenance performed to improve the performance, maintainability, or other attributes of a computer program. - Perfective maintenance might entail providing new functionality improvements for users or reverse engineering to create maintenance documentation that did not exist previously or to modify existing documentation. - Archiving.	Percentage	Percentage of RFS completed as per the planned and agreed target date.	100% of RFS completed as per the planned and agreed target date.	- Managed infrastructure for the runtime environment. - ICT Advisory Services to adhere to norms and standards. - Information Management infrastructure is used as source. - Security Management to protect valuable and sensitive information. - Service Management Centre. - Application Support to support the client in the proper and effective use of the application. - Acquisition Management to acquire the software needed to build the environment. - Contract Management to manage the contract and licences of resources acquired.
Application maintenance	Application maintenance	Adaptive maintenance	- The modification of a software product, performed after delivery, to keep a software product usable in a changed or changing environment. - Changed environment: a) business rules; b) government policy; c) work patterns; d) software platforms; e) compilers; and f) hardware upgrades.	Percentage	Percentage of RFS completed as per the planned and agreed target date.	100% of RFS completed as per the planned and agreed target date.	- Ineffective governance of projects/services, including the failure to appoint relevant system managers. - Unavailability of key users at critical points in approval/ acceptance processes. - Budgetary constraints/ limitations. - Up-skilling of resources for any future systems/ technology. - The loss of current resources/skills may have an impact on the service delivery provided by SITA.

Service category	Service subcategory	Service component	Service component description	Service measure	Definition of service measure	Service level metrics	Dependencies
Information management	Application maintenance	Technical production support	- Routine maintenance tasks: a) to submit a task (e.g. pay run, FY closure run); b) to change parameters; c) to monitor the system (this excludes the development of new codes); d) software licence management; and e) release management. - Reporting: a) ad hoc reporting; and b) statistical reporting; NOTE This is not the reporting on SITA performance. - Data corrections due to user errors. - Knowledge management (if applicable): a) training provided to users; b) support to functional application support; and c) training received on client's request.	Percentage	Percentage of RFS completed as per the planned and agreed target date (the cycle, the tasks and the percentage of the tasks that must be completed within an agreed upon number of hours)	100% of RFS completed as per the planned and agreed target date. The cycle, the tasks and the percentage of the tasks that must be completed within an agreed upon number of hours.	- Managed infrastructure for the runtime environment. - ICT Advisory Services to adhere to norms and standards. - Information Management infrastructure is used as source. - Security Management to protect valuable and sensitive information. - Service Management Centre. - Application Support to support the client in the proper and effective use of the application. - Acquisition Management to acquire the software needed to build the environment. - Contract Management to manage the contract and licences of resources acquired.
Information management	Application maintenance	SLA reporting	Prepare a monthly report on service delivered under the SLA and submit it to the client for approval and sign-off Host monthly meetings to discuss above mentioned reports.	Percentage	Percentage of reports on performance against SLA delivered within 30 working days of the new month	100 % of reports on SLA performance delivered within 10 working days of the new month.	- Managed infrastructure for the runtime environment. - ICT Advisory Services to adhere to norms and standards. - Information Management infrastructure is used as source. - Security Management to protect valuable and sensitive information. - Service Management Centre. - Application Support to support the client in the proper and effective use of the application. - Acquisition Management to acquire the software needed to build the environment. - Contract Management to manage the contract and licences of resources acquired.



M5. Roles and responsibilities

Service category	Responsibilities	
	SITA	OTP
Application maintenance	- SITA will deliver the products and render the services in terms of this SLA and the BA, according to the service components, according to the annex detailing such services and products. - SITA will ensure that the necessary expertise and infrastructure, as contracted, are and remain available for the execution of this SLA in terms of the BA. Should a human resource be on leave SITA will provide a replacement for that resource. - SITA will inform the client timely of any default on the part of the OTP that may result in SITA being unable to effectively render the performance due on the part of SITA and in terms of this SLA and the BA. - SITA will ensure that quality assurance (QA) of the products delivered and services rendered in terms of this SLA and the BA is undertaken prior to payment for such products and services being requested by OTP, in order to enable the client to accept the product or service concerned without delay. - SITA will schedule and arrange monthly operational meetings to report on the progress of the performance of this SLA in terms of the BA. SITA will keep and timely distribute accurate and acceptable minutes of all such meetings. - SITA must present preliminary invoices for certification and principle approval during the monthly meetings with the OTP. - Client Services will present financial summaries for each system at the operation and SLA meetings. - SITA will ensure that quality checks are done with regard to the services rendered to OTP before enhanced or resolved problems are submitted to OTP for acceptance. - Rules and regulations with regard to S&T and general expenses will be specified separately as stipulate in the BA. - SITA will ensure that all changes required to the baseline, as stipulated in the SEG, are submitted according to the approved ECP procedure. - SITA will ensure that all resources adhere to the security clearances according to requirement. - A dedicated Client Services representative will attend the monthly Service Level Management meeting and present the financial overview. - SITA will present the invoices and monthly reports for each system at the monthly SLA meeting. - In event SITA appoints interns, they will be assigned to the department to shadow the current resources at no cost to the department.	- OTP will ensure that SITA gains access to the client sites, information, systems, hardware and software, as reasonably required by SITA for the effective performance of this SLA in terms of the BA. - OTP will ensure that SITA is afforded all reasonable support and assistance required of client personnel in the performance of this SLA in terms of the BA. - OTP will ensure that all changes required to the baseline, as stipulated in the service component, are submitted according to the approved engineering change proposal (ECP) procedure. - All resources contracted and/or appointed by SITA will be under the administrative control of SITA, and the client will not concern itself with the management of such resources. Tasking of all such resources will be done by SITA and OTP. - OTP will inform SITA timely, and with an accurate description, of any default on the part of SITA in terms of this SLA in terms of the BA, and of any performance or non-performance on the part of SITA which may lead to SITA being unable to effectively carry out the terms and conditions of this SLA in terms of the BA. - OTP will evaluate and accept a resolved defect in five working days, failing which it will indicate its rejection in writing. SITA will deem the defect as being resolved on presentation for evaluation. - OTP will ensure that client personnel, who are involved in any aspect pertaining to the execution of this SLA in terms of the BA, including user personnel, are conversant in all aspects of the formal command and control and have a working knowledge of the system philosophy, e.g. logistic, personnel, HI, etc., of the client. Such client members should also have had formal exposure to the systems. - OTP will fulfil, in addition, its specific duties as laid out in the roles and responsibilities for each service component as applicable to that service component. - Potential interface regarding systems across client services and/or divisions will be mediated according to the agreed-on operating model. - A dedicated OTP team will attend the monthly Service Level Management meeting where SITA will present the financial overview. - OTP to confirm the invoices and monthly reports presented by SITA. OTP will ensure that the SITA interns gain access to the client sites for the effective performance of this SLA in terms of the BA.

M6. Pricing

1. The cost of the services in terms of this SLA will be fixed as per business agreement. Contracting will be realized through requests and the issue of orders by the OTP and acceptance thereof by SITA. The fixed amount for services to be rendered according to this annexure is **R 2,321,974.73 per annum including VAT for the period 1 April 2024 to 31 March 2025**, **R 2,322,446.28 per annum including VAT for the period 1 April 2025 to 31 March 2026** and **R 2,322,474.58 per annum including VAT for the period 1 April 2026 to 31 March 2027**.
2. All invoices must be authorized by the Office of the Premier before payment thereof.
3. SITA must constantly address its accountability towards improving the quality of its services in the most cost-effective manner. Proper cost, time and quality schedules will be kept by SITA.
4. Below is the cost summary and cash flow for a year starting form 1 April 2024 to 31 March 2027
- 4.1 Financial outlook from 1 April 2024 to 31 March 2025

Cost summary (1 April 2024 to 31 March 2025)

Service Description	Client	Total/Annum
Functional Analysis and Support services	OTP	R 901,056.00
Database Administration Services	OTP	R 901,056.00
Overtime of additional 200 hrs for Application Maintenance and Support	OTP	R 93,860.00
Service desk services	OTP	R 2400.00
6% escalation of 1 April 2023 to 31 March 2024 Total excl VAT	OTP	R 120,736.46
TOTAL excl. VAT		R 2,019,108.46
VAT		R 302,866.27
Total incl. VAT		R 2,321,974.73

Cash flow summary (1 April 2024 to 31 March 2025)

Month	Excluding VAT	VAT	Including VAT
Month 1	R 168,259.04	R 25,238.86	R 193,497.90
Month 2	R 168,259.04	R 25,238.86	R 193,497.90
Month 3	R 168,259.04	R 25,238.86	R 193,497.90
Month 4	R 168,259.04	R 25,238.86	R 193,497.90
Month 5	R 168,259.04	R 25,238.86	R 193,497.90
Month 6	R 168,259.04	R 25,238.86	R 193,497.90
Month 7	R 168,259.04	R 25,238.86	R 193,497.90
Month 8	R 168,259.04	R 25,238.86	R 193,497.90
Month 9	R 168,259.04	R 25,238.86	R 193,497.90
Month10	R 168,259.04	R 25,238.86	R 193,497.90
Month 11	R 168,259.04	R 25,238.86	R 193,497.90
Month 12	R 168,259.04	R 25,238.86	R 193,497.90

- 4.2 Financial outlook from 1 April 2025 to 31 March 2026

Cost summary (1 April 2025 to 31 March 2026)

Service Description	Client	Total/Annum
Functional Analysis and Support Services	OTP	R 901,056.00
Database Administration Services	OTP	R 901,056.00
Overtime of additional 200 hrs for Application Maintenance and Support	OTP	R 93,860.00
Service desk services	OTP	2,400.00
6% escalation of 1 April 2024 to 31 March 2025 Total excl VAT	OTP	R 121,146.50
TOTAL excl. VAT		R 2,019,518.50
VAT		R 302,927.78
Total incl. VAT		R 2,322,446.28

Cash flow summary (1 April 2025 to 31 March 2026)

Month	Excluding VAT	VAT	Including VAT
Month 1	R 168,293.21	R 25,243.98	R 193,537.19
Month 2	R 168,293.21	R 25,243.98	R 193,537.19
Month 3	R 168,293.21	R 25,243.98	R 193,537.19
Month 4	R 168,293.21	R 25,243.98	R 193,537.19
Month 5	R 168,293.21	R 25,243.98	R 193,537.19
Month 6	R 168,293.21	R 25,243.98	R 193,537.19
Month 7	R 168,293.21	R 25,243.98	R 193,537.19
Month 8	R 168,293.21	R 25,243.98	R 193,537.19
Month 9	R 168,293.21	R 25,243.98	R 193,537.19
Month10	R 168,293.21	R 25,243.98	R 193,537.19
Month 11	R 168,293.21	R 25,243.98	R 193,537.19
Month 12	R 168,293.21	R 25,243.98	R 193,537.19

4.3 Financial outlook from 1 April 2026 to 31 March 2027

Cost summary (1 April 2026 to 31 March 2027)

Service Description	Client	Total/Annum
Functional Analysis and Support services	OTP	R 901,056.00
Database Administration Services	OTP	R 901,056.00
Overtime of additional 200 hrs for Application Maintenance and Support	OTP	R 93,860.00
Service desk services	OTP	R 2400.00
6% escalation of 1 April 2025 to 31 March 2026 Total excl VAT	OTP	R 121,171.11
TOTAL excl. VAT		R 2,019,543.11,
VAT		R 302,931.47
Total incl. VAT		R 2,322,474.58

Cash flow summary (1 April 2026 to 31 March 2027)

Month	Excluding VAT	VAT	Including VAT
Month 1	R 168,295.26	R 25,244.29	R 193,539.55
Month 2	R 168,295.26	R 25,244.29	R 193,539.55
Month 3	R 168,295.26	R 25,244.29	R 193,539.55
Month 4	R 168,295.26	R 25,244.29	R 193,539.55
Month 5	R 168,295.26	R 25,244.29	R 193,539.55
Month 6	R 168,295.26	R 25,244.29	R 193,539.55
Month 7	R 168,295.26	R 25,244.29	R 193,539.55
Month 8	R 168,295.26	R 25,244.29	R 193,539.55
Month 9	R 168,295.26	R 25,244.29	R 193,539.55
Month10	R 168,295.26	R 25,244.29	R 193,539.55
Month 11	R 168,295.26	R 25,244.29	R 193,539.55
Month 12	R 168,295.26	R 25,244.29	R 193,539.55

M7. 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 compensate the client by raising a credit note. Credit notes will not be processed for such penalties in the event of OTP account's being in the arrears.

Penalties will be calculated according to service level penalty guidelines as per annexures A, B and C.

M8 Dependencies and constraints

M8.1 Dependencies

- a) Adequate IT equipment and software.
- b) Hostings, Networks, LAN and Desktop Services.
- c) Interfaces to other client systems.
- d) Availability of dedicated and knowledgeable users when required.
- e) Budgetary constraints.
- f) Access to relevant software and related operating systems.
- g) Correct and applicable requests are communicated.
- h) Effective communication to and from the client.
- i) Third-party contractor does training on the system, e.g. GEW.

M8.2 Constraints

- a) Availability of dedicated and knowledgeable users when required.
- b) Availability of sub-contractors
- c) Changing priorities by client.
- d) Old technologies (hardware)
- e) System changes that affect application systems
- f) Unclear user requirements

M9. Certification

We hereby certify that this annex covers the full extent of the managed applications as required. We further accept the service and the price accordingly.

This annex shall be effective from **1 April 2024** until **31 March 2027**.

Thus done and signed at

Polokwane on this 01st day of Mar 2024

Signature

Full names:

Nape. Solomon Nchabela
On behalf of Limpopo Office of the Premier and duly authorised thereto.

Thus done and signed at

Polokwane

07

March

on this ____ day of ____ 2024

Signature

Jackee Shibambu

Full names:

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

ANNEXURE A (1 APRIL 2024 TO 31 MARCH 2025)

Service Level Penalty Guidelines					
No.	Average outside metrics (hrs)	Hours SLA	Penalties %	Invoice Amount without penalty (Excl. VAT)	Invoice Amount with penalty (Excl. VAT)
1	0.5		0.25%	R 168 259,04	R 167 838,39
2	1		0.50%	R 168 259,04	R 167 417,74
3	1.5		0.75%	R 168 259,04	R 166 997,10
4	2		1.00%	R 168 259,04	R 166 576,45
5	2.5		1.25%	R 168 259,04	R 166 155,80
6	3		1.50%	R 168 259,04	R 165 735,15
7	3.5		1.75%	R 168 259,04	R 165 314,51
8	4		2.00%	R 168 259,04	R 164 893,86
9	4.5		2.25%	R 168 259,04	R 164 473,21
10	5		2.50%	R 168 259,04	R 164 052,56
11	5.5		2.75%	R 168 259,04	R 163 631,92
12	6		3.00%	R 168 259,04	R 163 211,27
13	6.5		3.25%	R 168 259,04	R 162 790,62
14	7		3.50%	R 168 259,04	R 162 369,97
15	7.5		3.75%	R 168 259,04	R 161 949,33
16	8		4.00%	R 168 259,04	R 161 528,68
17	8.5		4.25%	R 168 259,04	R 161 108,03
18	9		4.50%	R 168 259,04	R 160 687,38
19	9.5		4.75%	R 168 259,04	R 160 266,74
20	10		5.00%	R 168 259,04	R 159 846,09
21	10.5		5.25%	R 168 259,04	R 159 425,44
22	11		5.50%	R 168 259,04	R 159 004,79
23	11.5		5.75%	R 168 259,04	R 158 584,15
24	12		6.00%	R 168 259,04	R 158 163,50
25	12.5		6.25%	R 168 259,04	R 157 742,85
26	13		6.50%	R 168 259,04	R 157 322,20
27	13.5		6.75%	R 168 259,04	R 156 901,55
28	14		7.00%	R 168 259,04	R 156 480,91
29	14.5		7.25%	R 168 259,04	R 156 060,26
30	15		7.50%	R 168 259,04	R 155 639,61
31	15.5		7.75%	R 168 259,04	R 155 218,96
32	16		8.00%	R 168 259,04	R 154 798,32
33	16.5		8.25%	R 168 259,04	R 154 377,67
34	17		8.50%	R 168 259,04	R 153 957,02
35	17.5		8.75%	R 168 259,04	R 153 536,37
36	18		9.00%	R 168 259,04	R 153 115,73
37	18.5		9.25%	R 168 259,04	R 152 695,08
38	19		9.50%	R 168 259,04	R 152 274,43
39	19.5		9.75%	R 168 259,04	R 151 853,78
40	20		10.00%	R 168 259,04	R 151 433,14
41	20.5		10.25%	R 168 259,04	R 151 012,49
42	21		10.50%	R 168 259,04	R 150 591,84
43	21.5		10.75%	R 168 259,04	R 150 171,19
44	22		11.00%	R 168 259,04	R 149 750,55
45	22.5		11.25%	R 168 259,04	R 149 329,90
46	23		11.50%	R 168 259,04	R 148 909,25
47	23.5		11.75%	R 168 259,04	R 148 488,60
48	24		12.00%	R 168 259,04	R 148 067,96
49	24.5		12.25%	R 168 259,04	R 147 647,31
50	25		12.50%	R 168 259,04	R 147 226,66
51	25.5		12.75%	R 168 259,04	R 146 806,01
52	26		13.00%	R 168 259,04	R 146 385,36
53	26.5		13.25%	R 168 259,04	R 145 964,71
54	27		13.50%	R 168 259,04	R 145 544,07
55	27.5		13.75%	R 168 259,04	R 145 123,42
56	28		14.00%	R 168 259,04	R 144 702,77
57	28.5		14.25%	R 168 259,04	R 144 282,13

58	29	14.50%	R 168 259,04	R 24 397,56	R 143 861,48
59	29.5	14.75%	R 168 259,04	R 24 818,21	R 143 440,83
60	30	15.00%	R 168 259,04	R 25 238,86	R 143 020,18
61	30.5	15.25%	R 168 259,04	R 25 659,50	R 142 599,54
62	31	15.50%	R 168 259,04	R 26 080,15	R 142 178,89
63	31.5	15.75%	R 168 259,04	R 26 500,80	R 141 758,24
64	32	16.00%	R 168 259,04	R 26 921,45	R 141 337,59
65	32.5	16.25%	R 168 259,04	R 27 342,09	R 140 916,95
66	33	16.50%	R 168 259,04	R 27 762,74	R 140 496,30
67	33.5	16.75%	R 168 259,04	R 28 183,39	R 140 075,65
68	34	17.00%	R 168 259,04	R 28 604,04	R 139 655,00
69	34.5	17.25%	R 168 259,04	R 29 024,68	R 139 234,36
70	35	17.50%	R 168 259,04	R 29 445,33	R 138 813,71
71	35.5	17.75%	R 168 259,04	R 29 865,98	R 138 393,06
72	36	18.00%	R 168 259,04	R 30 286,63	R 137 972,41
73	36.5	18.25%	R 168 259,04	R 30 707,27	R 137 551,77
74	37	18.50%	R 168 259,04	R 31 127,92	R 137 131,12
75	37.5	18.75%	R 168 259,04	R 31 548,57	R 136 710,47
76	38	19.00%	R 168 259,04	R 31 969,22	R 136 289,82
77	38.5	19.25%	R 168 259,04	R 32 389,87	R 135 869,17
78	39	19.50%	R 168 259,04	R 32 810,51	R 135 448,53
79	39.5	19.75%	R 168 259,04	R 33 231,16	R 135 027,88
80	40	20.00%	R 168 259,04	R 33 651,81	R 134 607,23

ANNEXURE B (1 APRIL 2025 TO 31 MARCH 2026)

Service Level Penalty Guidelines						
No.	Average outside metrics (hrs)	Hours SLA	Penalties %	Invoice Amount without penalty (Excl. VAT)	Penalty Amount (Excl. VAT)	Invoice Amount with penalty (Excl. VAT)
1	0.5		0.25%	R 168 259,04	R 420,65	R 167 838,39
2	1		0.50%	R 168 259,04	R 841,30	R 167 417,74
3	1.5		0.75%	R 168 259,04	R 1 261,94	R 166 997,10
4	2		1.00%	R 168 259,04	R 1 682,59	R 166 576,45
5	2.5		1.25%	R 168 259,04	R 2 103,24	R 166 155,80
6	3		1.50%	R 168 259,04	R 2 523,89	R 165 735,15
7	3.5		1.75%	R 168 259,04	R 2 944,53	R 165 314,51
8	4		2.00%	R 168 259,04	R 3 365,18	R 164 893,86
9	4.5		2.25%	R 168 259,04	R 3 785,83	R 164 473,21
10	5		2.50%	R 168 259,04	R 4 206,48	R 164 052,56
11	5.5		2.75%	R 168 259,04	R 4 627,12	R 163 631,92
12	6		3.00%	R 168 259,04	R 5 047,77	R 163 211,27
13	6.5		3.25%	R 168 259,04	R 5 468,42	R 162 790,62
14	7		3.50%	R 168 259,04	R 5 889,07	R 162 369,97
15	7.5		3.75%	R 168 259,04	R 6 309,71	R 161 949,33
16	8		4.00%	R 168 259,04	R 6 730,36	R 161 528,68
17	8.5		4.25%	R 168 259,04	R 7 151,01	R 161 108,03
18	9		4.50%	R 168 259,04	R 7 571,66	R 160 687,38
19	9.5		4.75%	R 168 259,04	R 7 992,30	R 160 266,74
20	10		5.00%	R 168 259,04	R 8 412,95	R 159 846,09
21	10.5		5.25%	R 168 259,04	R 8 833,60	R 159 425,44

22	11	5.50%	R 168 259,04	R 9 254,25	R 159 004,79
23	11.5	5.75%	R 168 259,04	R 9 674,89	R 158 584,15
24	12	6.00%	R 168 259,04	R 10 095,54	R 158 163,50
25	12.5	6.25%	R 168 259,04	R 10 516,19	R 157 742,85
26	13	6.50%	R 168 259,04	R 10 936,84	R 157 322,20
27	13.5	6.75%	R 168 259,04	R 11 357,49	R 156 901,55
28	14	7.00%	R 168 259,04	R 11 778,13	R 156 480,91
29	14.5	7.25%	R 168 259,04	R 12 198,78	R 156 060,26
30	15	7.50%	R 168 259,04	R 12 619,43	R 155 639,61
31	15.5	7.75%	R 168 259,04	R 13 040,08	R 155 218,96
32	16	8.00%	R 168 259,04	R 13 460,72	R 154 798,32
33	16.5	8.25%	R 168 259,04	R 13 881,37	R 154 377,67
34	17	8.50%	R 168 259,04	R 14 302,02	R 153 957,02
35	17.5	8.75%	R 168 259,04	R 14 722,67	R 153 536,37
36	18	9.00%	R 168 259,04	R 15 143,31	R 153 115,73
37	18.5	9.25%	R 168 259,04	R 15 563,96	R 152 695,08
38	19	9.50%	R 168 259,04	R 15 984,61	R 152 274,43
39	19.5	9.75%	R 168 259,04	R 16 405,26	R 151 853,78
40	20	10.00%	R 168 259,04	R 16 825,90	R 151 433,14
41	20.5	10.25%	R 168 259,04	R 17 246,55	R 151 012,49
42	21	10.50%	R 168 259,04	R 17 667,20	R 150 591,84
43	21.5	10.75%	R 168 259,04	R 18 087,85	R 150 171,19
44	22	11.00%	R 168 259,04	R 18 508,49	R 149 750,55
45	22.5	11.25%	R 168 259,04	R 18 929,14	R 149 329,90
46	23	11.50%	R 168 259,04	R 19 349,79	R 148 909,25
47	23.5	11.75%	R 168 259,04	R 19 770,44	R 148 488,60
48	24	12.00%	R 168 259,04	R 20 191,08	R 148 067,96
49	24.5	12.25%	R 168 259,04	R 20 611,73	R 147 647,31
50	25	12.50%	R 168 259,04	R 21 032,38	R 147 226,66
51	25.5	12.75%	R 168 259,04	R 21 453,03	R 146 806,01
52	26	13.00%	R 168 259,04	R 21 873,68	R 146 385,36
53	26.5	13.25%	R 168 259,04	R 22 294,33	R 145 964,71
54	27	13.50%	R 168 259,04	R 22 714,97	R 145 544,07
55	27.5	13.75%	R 168 259,04	R 23 135,62	R 145 123,42
56	28	14.00%	R 168 259,04	R 23 556,27	R 144 702,77
57	28.5	14.25%	R 168 259,04	R 23 976,91	R 144 282,13
58	29	14.50%	R 168 259,04	R 24 397,56	R 143 861,48
59	29.5	14.75%	R 168 259,04	R 24 818,21	R 143 440,83
60	30	15.00%	R 168 259,04	R 25 238,86	R 143 020,18
61	30.5	15.25%	R 168 259,04	R 25 659,50	R 142 599,54
62	31	15.50%	R 168 259,04	R 26 080,15	R 142 178,89
63	31.5	15.75%	R 168 259,04	R 26 500,80	R 141 758,24
64	32	16.00%	R 168 259,04	R 26 921,45	R 141 337,59
65	32.5	16.25%	R 168 259,04	R 27 342,09	R 140 916,95
66	33	16.50%	R 168 259,04	R 27 762,74	R 140 496,30
67	33.5	16.75%	R 168 259,04	R 28 183,39	R 140 075,65
68	34	17.00%	R 168 259,04	R 28 604,04	R 139 655,00
69	34.5	17.25%	R 168 259,04	R 29 024,68	R 139 234,36
70	35	17.50%	R 168 259,04	R 29 445,33	R 138 813,71
71	35.5	17.75%	R 168 259,04	R 29 865,98	R 138 393,06
72	36	18.00%	R 168 259,04	R 30 286,63	R 137 972,41
73	36.5	18.25%	R 168 259,04	R 30 707,27	R 137 551,77
74	37	18.50%	R 168 259,04	R 31 127,92	R 137 131,12
75	37.5	18.75%	R 168 259,04	R 31 548,57	R 136 710,47
76	38	19.00%	R 168 259,04	R 31 969,22	R 136 289,82
77	38.5	19.25%	R 168 259,04	R 32 389,87	R 135 869,17
78	39	19.50%	R 168 259,04	R 32 810,51	R 135 448,53
79	39.5	19.75%	R 168 259,04	R 33 231,16	R 135 027,88
80	40	20.00%	R 168 259,04	R 33 651,81	R 134 607,23

ANNEXURE C (1 APRIL 2026 TO 31 MARCH 2027)

Service Level Penalty Guidelines						
No.	Average outside metrics (hrs)	Hours SLA	Penalties %	Invoice Amount without penalty (Excl. VAT)	Penalty Amount (Excl. VAT)	Invoice Amount with penalty (Excl. VAT)
1	0.5		0.25%	R 168 259,04	R 420,65	R 167 838,39
2	1		0.50%	R 168 259,04	R 841,30	R 167 417,74
3	1.5		0.75%	R 168 259,04	R 1 261,94	R 166 997,10
4	2		1.00%	R 168 259,04	R 1 682,59	R 166 576,45
5	2.5		1.25%	R 168 259,04	R 2 103,24	R 166 155,80
6	3		1.50%	R 168 259,04	R 2 523,89	R 165 735,15
7	3.5		1.75%	R 168 259,04	R 2 944,53	R 165 314,51
8	4		2.00%	R 168 259,04	R 3 365,18	R 164 893,86
9	4.5		2.25%	R 168 259,04	R 3 785,83	R 164 473,21
10	5		2.50%	R 168 259,04	R 4 206,48	R 164 052,56
11	5.5		2.75%	R 168 259,04	R 4 627,12	R 163 631,92
12	6		3.00%	R 168 259,04	R 5 047,77	R 163 211,27
13	6.5		3.25%	R 168 259,04	R 5 468,42	R 162 790,62
14	7		3.50%	R 168 259,04	R 5 889,07	R 162 369,97
15	7.5		3.75%	R 168 259,04	R 6 309,71	R 161 949,33
16	8		4.00%	R 168 259,04	R 6 730,36	R 161 528,68
17	8.5		4.25%	R 168 259,04	R 7 151,01	R 161 108,03
18	9		4.50%	R 168 259,04	R 7 571,66	R 160 687,38
19	9.5		4.75%	R 168 259,04	R 7 992,30	R 160 266,74
20	10		5.00%	R 168 259,04	R 8 412,95	R 159 846,09
21	10.5		5.25%	R 168 259,04	R 8 833,60	R 159 425,44
22	11		5.50%	R 168 259,04	R 9 254,25	R 159 004,79
23	11.5		5.75%	R 168 259,04	R 9 674,89	R 158 584,15
24	12		6.00%	R 168 259,04	R 10 095,54	R 158 163,50
25	12.5		6.25%	R 168 259,04	R 10 516,19	R 157 742,85
26	13		6.50%	R 168 259,04	R 10 936,84	R 157 322,20
27	13.5		6.75%	R 168 259,04	R 11 357,49	R 156 901,55
28	14		7.00%	R 168 259,04	R 11 778,13	R 156 480,91
29	14.5		7.25%	R 168 259,04	R 12 198,78	R 156 060,26
30	15		7.50%	R 168 259,04	R 12 619,43	R 155 639,61
31	15.5		7.75%	R 168 259,04	R 13 040,08	R 155 218,96
32	16		8.00%	R 168 259,04	R 13 460,72	R 154 798,32
33	16.5		8.25%	R 168 259,04	R 13 881,37	R 154 377,67
34	17		8.50%	R 168 259,04	R 14 302,02	R 153 957,02
35	17.5		8.75%	R 168 259,04	R 14 722,67	R 153 536,37
36	18		9.00%	R 168 259,04	R 15 143,31	R 153 115,73
37	18.5		9.25%	R 168 259,04	R 15 563,96	R 152 695,08
38	19		9.50%	R 168 259,04	R 15 984,61	R 152 274,43
39	19.5		9.75%	R 168 259,04	R 16 405,26	R 151 853,78
40	20		10.00%	R 168 259,04	R 16 825,90	R 151 433,14
41	20.5		10.25%	R 168 259,04	R 17 246,55	R 151 012,49
42	21		10.50%	R 168 259,04	R 17 667,20	R 150 591,84
43	21.5		10.75%	R 168 259,04	R 18 087,85	R 150 171,19
44	22		11.00%	R 168 259,04	R 18 508,49	R 149 750,55
45	22.5		11.25%	R 168 259,04	R 18 929,14	R 149 329,90
46	23		11.50%	R 168 259,04	R 19 349,79	R 148 909,25
47	23.5		11.75%	R 168 259,04	R 19 770,44	R 148 488,60
48	24		12.00%	R 168 259,04	R 20 191,08	R 148 067,96
49	24.5		12.25%	R 168 259,04	R 20 611,73	R 147 647,31
50	25		12.50%	R 168 259,04	R 21 032,38	R 147 226,66
51	25.5		12.75%	R 168 259,04	R 21 453,03	R 146 806,01
52	26		13.00%	R 168 259,04	R 21 873,68	R 146 385,36
53	26.5		13.25%	R 168 259,04	R 22 294,33	R 145 964,71
54	27		13.50%	R 168 259,04	R 22 714,97	R 145 544,07
55	27.5		13.75%	R 168 259,04	R 23 135,62	R 145 123,42
56	28		14.00%	R 168 259,04	R 23 556,27	R 144 702,77
57	28.5		14.25%	R 168 259,04	R 23 976,91	R 144 282,13
58	29		14.50%	R 168 259,04	R 24 397,56	R 143 861,48

59	29.5	14.75%	R 168 259,04	R 24 818,21	R 143 440,83
60	30	15.00%	R 168 259,04	R 25 238,86	R 143 020,18
61	30.5	15.25%	R 168 259,04	R 25 659,50	R 142 599,54
62	31	15.50%	R 168 259,04	R 26 080,15	R 142 178,89
63	31.5	15.75%	R 168 259,04	R 26 500,80	R 141 758,24
64	32	16.00%	R 168 259,04	R 26 921,45	R 141 337,59
65	32.5	16.25%	R 168 259,04	R 27 342,09	R 140 916,95
66	33	16.50%	R 168 259,04	R 27 762,74	R 140 496,30
67	33.5	16.75%	R 168 259,04	R 28 183,39	R 140 075,65
68	34	17.00%	R 168 259,04	R 28 604,04	R 139 655,00
69	34.5	17.25%	R 168 259,04	R 29 024,68	R 139 234,36
70	35	17.50%	R 168 259,04	R 29 445,33	R 138 813,71
71	35.5	17.75%	R 168 259,04	R 29 865,98	R 138 393,06
72	36	18.00%	R 168 259,04	R 30 286,63	R 137 972,41
73	36.5	18.25%	R 168 259,04	R 30 707,27	R 137 551,77
74	37	18.50%	R 168 259,04	R 31 127,92	R 137 131,12
75	37.5	18.75%	R 168 259,04	R 31 548,57	R 136 710,47
76	38	19.00%	R 168 259,04	R 31 969,22	R 136 289,82
77	38.5	19.25%	R 168 259,04	R 32 389,87	R 135 869,17
78	39	19.50%	R 168 259,04	R 32 810,51	R 135 448,53
79	39.5	19.75%	R 168 259,04	R 33 231,16	R 135 027,88
80	40	20.00%	R 168 259,04	R 33 651,81	R 134 607,23



ANNEXURE D (ACRONYMS AND ABBREVIATIONS)

BA	Business Agreement
DRP	Disaster Recovery Plan
GEW	Global Education Week
HCL	Hindustan Computers Limited
ICT	Information and Communication Technologies
LAN	Local Area Network
OTP	Office of the Premier
PMDS	Performance Management Development System
RFS	Repetitive Flexible Supply
SITA	State Information Technology Agency
SLA	Service Level Agreement
VAT	Value Added Tax

