



**small business  
development**

Department:  
Small Business Development  
REPUBLIC OF SOUTH AFRICA

**TO : DIRECTOR GENERAL (ACTING)  
MS THULISILE MANZINI**

**THROUGH : CHIEF FINANCIAL OFFICER (ACTING)  
MR IAN CHABALALA**

**FROM : DEPUTY DIRECTOR: IT & IM  
MR ELMON LEKOLOANE**

**DATE : 25 April 2024**

**REQUEST FOR APPROVAL: ADDENDUM TO SITA PRIMARY SLA 8211\_001**

**CLASSIFICATION: CONFIDENTIAL**

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## **1. PURPOSE**

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

## **2. BACKGROUND**

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

**REQUEST FOR APPROVAL: ADDENDUM TO SITA PRIMARY SLA 8211\_001**

### 3. ATTACHMENTS

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

### 4. LEGISLATIVE IMPLICATIONS

4.1 The SITA Act 88 of 1998.

### 5. ORGANISATION IMPLICATIONS

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

### 6. FINANCIAL IMPLICATIONS

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

Budget Available      YES ☐      NO ☐

Ms. Josephine Dube

Deputy Director: Management Accounting

Signature \_\_\_\_\_ Date \_\_\_\_\_

**REQUEST FOR APPROVAL: ADDENDUM TO SITA PRIMARY SLA 8211\_001**

## 7. RECOMMENDATION

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

### REQUESTER

\_\_\_\_\_  
MR ELMON LEKOLOANE

DEPUTY DIRECTOR: IT & IM

DATE: \_\_\_\_\_

REQUEST SUPPORTED

YES

☐

NO

☐

\_\_\_\_\_  
MR IAN CHABALALA

CHIEF FINANCIAL OFFICER (ACTING)

DATE: \_\_\_\_\_

REQUEST SUPPORTED

YES

☐

NO

☐

\_\_\_\_\_  
MS MBALI MBATHA

CHIEF DIRECTOR: CORPORATE MANAGEMENT SERVICES

DATE: \_\_\_\_\_

**REQUEST FOR APPROVAL: ADDENDUM TO SITA PRIMARY SLA 8211\_001**

## 7. RECOMMENDATION

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

RECOMMENDATION APPROVED

YES

☐

NO

☐

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MS THULISILE MANZINI

DIRECTOR GENERAL (ACTING)

DATE: \_\_\_\_\_

REQUEST FOR APPROVAL: ADDENDUM TO SITA PRIMARY SLA 8211\_001



## Annex K to SLA 8211\_001: Electronic Document Delivery

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

## Annex K: Electronic Document Delivery

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### K1. Service Classification

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

### K2. Reference(s)

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

### K3. Benefit Statement

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

## K4. Electronic Document Delivery – Configured Service

### K4.1 Service Metric:

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

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

## K4.2 Services Detail

| Product/ Service Category    | Product/ Service Sub Category | Product/ Service Component                                                       | Product/ Service Component Description                                                                                                                               | Product/ Service Measures                          | Definition of Product/ Service measures           | Service Level Metrics                                                                                                                                                                                                                                                                                    | Dependencies                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|------------------------------|-------------------------------|----------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------|---------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Electronic Document Delivery | Electronic Document Delivery  | Pre-processing: (scanning, data conversion, document composition, form creation) | Preparation of raw data into a preferred printable print stream for printing and a readable print stream for viewing.                                                | 1. Number of hours<br>2. % instances met           | Number of hours and/or<br>Number of pages handled | 1. 24 hours for processing services<br><br>2. 95% of instances (volumes and timeframe) met                                                                                                                                                                                                               | <ul style="list-style-type: none"> <li>Timely supply of data</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Electronic Document Delivery | Electronic Document Delivery  | Electronic Document Delivery                                                     | Receiving / merging / manipulating of variable data to be processed on predefined templates and distributed to various platforms.(SMS,E-Mail, Web enabled Platforms) | 1. Number of documents processed<br>2. Time period | Number of hours and/or<br>Number of pages handled | 99% of documents processed within contracted timeframe.<br><br>2. 95% of incidents will be resolved within resolution times rolled up across all priorities as follows: <ul style="list-style-type: none"> <li>Critical: 4 Hrs</li> <li>High: 8 Hrs</li> <li>Med: 16 Hrs</li> <li>Low: 32 Hrs</li> </ul> | Scanning: <ul style="list-style-type: none"> <li>Condition of original document</li> <li>Timely supply of original documents to be scanned</li> </ul> Data conversion: <ul style="list-style-type: none"> <li>Data integrity</li> <li>Timely supply of original data to be converted</li> </ul> Document composition: <ul style="list-style-type: none"> <li>Data integrity</li> <li>Timely supply of original data to be converted</li> <li>Specifications from client</li> </ul> Forms design: <ul style="list-style-type: none"> <li>Data integrity</li> <li>Timely supply of original data to be placed</li> <li>Specifications from client for outlay</li> </ul> |
| Electronic Document Delivery | Electronic Document Delivery  | Electronic Document Delivery Server Storage                                      | Storage and archiving of data                                                                                                                                        | Availability                                       | Storage Availability<br>Online 1 Year             | 99% availability                                                                                                                                                                                                                                                                                         | <ul style="list-style-type: none"> <li>Timely supply of data</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |

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| Product/<br>Service<br>Category | Product/<br>Service<br>Sub<br>Category | Product/ Service<br>Component                                                                | Product/ Service<br>Component<br>Description                                                                                                                     | Product/<br>Service<br>Measures                                  | Definition of Product/<br>Service measures                                                                                                                                         | Service Level Metrics                                                                                                                                                        | Dependencies                                                                                                                                                                                                                                                                                                                                         |
|---------------------------------|----------------------------------------|----------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Electronic Document Delivery    | Electronic Document Delivery           | Service Desk: Call Answering                                                                 | The handling of agreed inbound communication channels within acceptable response times and quality levels.                                                       | Responsiveness and quality of Service Desk                       | Number of calls handled that have breached 20 seconds before being answered) / Total number of calls received for the calendar month (within stipulated service hours)             | 1. 80% of telephone calls handled in 20 seconds, and e-mail calls within 30 minutes, over a period of one calendar month<br>2. 80% Satisfaction Levels, i.e. (Inbound calls) | 1. Volumes of calls as per proposal not exceeding (10) per month also taking into account demand patterns.<br>2. Volumes of emails / faxes as per proposal not exceeding (100,000) per month also taking into account demand patterns.<br>3. Level of users participating in the survey to obtain a reasonable sample impact by Client intervention. |
| Electronic Document Delivery    | Electronic Document Delivery           | Incident and Request Management: Monitoring and escalation                                   | Implementation of the Incident/ Request Management process supporting effective monitoring and escalation as defined by the escalation procedure with the Client | Incident / Request Escalations                                   | % of automated escalations carried out as per agreed escalation procedure.                                                                                                         | 90% escalations as per agreed escalation procedure                                                                                                                           | 1. The Client must provide a process owner.<br>2. As per agreed scope of the escalation procedure enabled by the Client and/or 3rd Parties.                                                                                                                                                                                                          |
| Electronic Document Delivery    | Electronic Document Delivery           | Incident and Request Management: Reporting on performance against all Incidents and Requests | Provision of Incident/ Request Management reports on the performance of all Technical Support environments                                                       | Availability of Incident/ Request Management Performance Reports | Provision of access to automated reports on:<br>• Mean Time to Resolve (MTTR) per service category and priority<br>• Mean Time to Respond (MTTr) per service category and priority | 90% Availability of Service Management Reporting Platform                                                                                                                    | 1. Process / Procedures must be followed by Client and/or 3rd Parties.<br>2. Information integrity captured by Client and/or 3rd Parties.<br>3. Performance service levels are to be defined by Client for parties involved in execution for SITA to monitor, evaluate and report on performance                                                     |

## K5. Roles and responsibilities

| Service Sub-category | Responsibilities                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|----------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                      | SITA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Client                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| Pre Processing       | <ol style="list-style-type: none"> <li>1. SITA is responsible for the processing of data provided by the application programs of the Client/ application owner.</li> <li>2. SITA shall backup and store all master files, forms, logos and graphics.</li> <li>3. SITA shall maintain adequate levels of consumables.</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <ol style="list-style-type: none"> <li>1. The application owner shall inform SITA in writing at least 30 working days in advance of any change regarding processing requirements of resources or of a change in service procedures. All changes shall be channelled through the SITA Service Desk.</li> <li>2. The Client/ application owner shall inform SITA on the same day when delivery has been taken of the processed documents, whether any erroneous processing has occurred.</li> <li>3. The application owner/Client shall inform SITA before 12:00 on Fridays if special runs are to be required over weekends.</li> </ol>                                                                       |
| EDD                  | <ol style="list-style-type: none"> <li>1. Processing of data provided by the application programs of the Client/ application owner.</li> <li>2. Correct execution of the tasks.</li> <li>3. Inform the application owner one (1) calendar month in advance of any change or upgrade.</li> <li>4. Backup and store all master files, forms, logos and graphics.</li> <li>5. Maintain authorised access control.</li> <li>6. Compile annual processing schedule together with all parties.</li> <li>7. SITA will prioritize distribution based on the following criteria: <ul style="list-style-type: none"> <li>● Email present, cell number present – Email</li> <li>● Email present, cell number absent – Email</li> <li>● Email absent, cell number present – SMS</li> <li>● Email absent, cell number absent - upload</li> </ul> </li> </ol> | <ol style="list-style-type: none"> <li>1. Responsible for the integrity and correctness of the input data together with the application owner.</li> <li>2. Inform SITA in writing at least 30 working days in advance of any change regarding processing requirements of resources or of a change in service procedures via the SITA Service Desk.</li> <li>3. Inform SITA on the same day when delivery has been taken of the processed documents of any erroneous processing.</li> <li>4. Comply with the minimum security requirements governing the service as specified in the References.</li> <li>5. Inform SITA before 12:00 on Fridays if special runs are to be required over weekends.</li> </ol> |
| Post Processing      | <ol style="list-style-type: none"> <li>1. SITA shall maintain adequate levels of Service</li> <li>2. Ensure quality of processing and media.</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <ol style="list-style-type: none"> <li>1. Clear post processing instructions.</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |

## K6. Pricing

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

### K6.1 Pricing from 01 April 2024

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

## K7. Penalties

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

## K8 Dependencies and constraints

### K8.1 Dependencies:

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

## K9. Certification:

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

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

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

Signature: \_\_\_\_\_

Full names: \_\_\_\_\_  
On behalf of the Department of Small Business Development  
And duly authorised thereto

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

Signature: p.p. 

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



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

between

**DEPARTMENT OF SMALL BUSINESS DEVELOPMENT**

(hereinafter referred to as “the Client”)

and

**STATE INFORMATION TECHNOLOGY AGENCY (PTY) LTD**

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

(jointly referred to as the Parties)

**Non-Executive Directors:**

Mr K Pillay (Chairperson), Ms L Petlele (Deputy Chairperson), Ms N Pietersen, Ms K Sibanda,  
Ms L Abrahams (Dr), Mr M Mnisi, Mr L Keyise, Ms L Mseme, Ms R Naidoo

**Executive Directors:**

Mr S Dzengwa (Managing Director: Acting) Mr MK Kgauwe (Chief Financial Officer),  
Bridget Laka (Company Secretary)

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## CONFIDENTIAL

### 1. INTRODUCTION

- 1.1. The parties entered into Primary SLA 8211\_001 ver 2.0 on 01 April 2016
- 1.2. The parties have agreed on the amendment of the Agreement, as set out hereunder.
- 1.3. This Addendum constitutes an agreed written amendment to the Primary SLA 8211\_001 ver2.0.

### 2. ADDENDUM TO THE SLA

- 2.1. Addendum to Primary 8211\_001 ver. 2.0. This Addendum is legally binding.
- 2.2. All other provisions of the SLA which have not been amended by this addendum will remain enforce.

### 3. COMMENCEMENT OF THIS ADDENDUM

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

### 4. AMENDMENT TO AGREEMENT

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

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

### 5. CONFIRMED FINANCIAL IMPLICATION

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

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

6. GENERAL

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

7. SIGNATURES

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

  
\_\_\_\_\_

SIGNATURE

FULL NAMES: BONKE NKOSI

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

And duly authorised thereto

  
\_\_\_\_\_

AS WITNESS

\_\_\_\_\_

AS WITNESS

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

\_\_\_\_\_

SIGNATURE

FULL NAMES: \_\_\_\_\_

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

And duly authorised thereto

\_\_\_\_\_

AS WITNESS

\_\_\_\_\_

AS WITNESS



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**Service Level Agreement  
For SITA services delivered to the  
Department of Small Business  
Development**

Document No.: 8211\_001

Revision: 2.0

Author: W Khumalo

Effective Date: 01 April 2016

Electronic File: 8211\_001



s t a t e   i n f o r m a t i o n   t e c h n o l o g y   a g e n c y

*[Handwritten signature]*

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## 1 Notice

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Attention: Adolf Nkuna - <Adolf.nkuna@sita.co.za>

Telephone: <012 482-3138>

## 2 Preamble

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

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

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

## 3 Parties to this service level agreement

The parties to this service level agreement are:

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

## 4 Statement of purpose

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

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

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

## 5 Acronyms and definitions

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

## 6 Interpretations of the service level agreement

- a) All human resources for this service shall be supplied by SITA and fall under the jurisdiction of SITA.
- b) SITA representatives shall not accept, negotiate or perform any other tasks or duties outside the scope of this service and shall only accept duties and tasks from the SITA manager.

## 7 Agreement validity

- a) SITA cannot be held responsible for the delivery of the services detailed in this service level agreement until such time as this service level agreement is signed off by all the parties to this agreement.
- b) This service level agreement rescinds and replaces any previous service level agreement regarding SITA services with the client.
- c) Prior drafts of this service level agreement or verbal agreements shall not be taken into account in the interpretation of the contents of this service level agreement.

### 7.1 Agreement period

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

### 7.2 SLA review statement

- a) This service level agreement shall be subject to an annual review and renegotiation, to allow for requirements change, which must be negotiated and agreed by the parties.
- b) In addition, any change to the Act or any other legislation that may materially affect any party to the agreement to request the renegotiation thereof.
- c) This document is subject to the SITA Change Management process. No alteration of, variation of or amendment to this service level agreement is of any force and effect unless it is reduced to writing and signed by the parties.

## 8 Services

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

## 9 Financial governance

### 9.1 Pricing

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

### 9.2 Payment terms

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

### 9.3 Charging interest on overdue accounts

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

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

#### 9.4 Suspension of services

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

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

#### 9.5 Additional requests

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

#### 9.6 Price escalation

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

#### 9.7 Penalties

Should SITA fail to achieve the service levels that are stipulated in the service annexes, and provided that such a failure is not caused by a failure of the client to comply with its obligations and duties in terms of this SLA, SITA shall compensate the client by raising a credit note (in the following month's invoice) with an amount calculated as set out in the relevant annex. If the client's account with SITA is in arrears the said credit note shall be applied against outstanding invoices.

### 10 Responsibilities

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

#### 10.1 SITA responsibilities

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

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

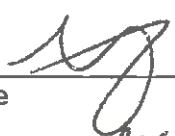
## **10.2 Client responsibilities**

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



## 11 SLA approval

Thus done and signed at GRASMUSKLOOF on this 30<sup>th</sup> day of MARCH 2017

Signature 

Full names: PETER COGNITZ

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

Witnesses:

1.

Signature 

Full name SONYINWE MKHATSIMA

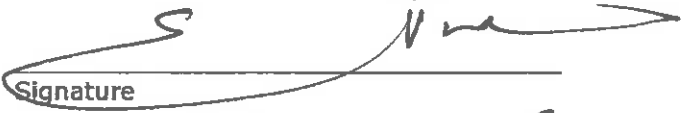
2.

Signature \_\_\_\_\_

Full name \_\_\_\_\_

## 12 SLA acceptance

Thus done and signed at PLETOLOA on this 8<sup>th</sup> day of SEPTEMBER 2017

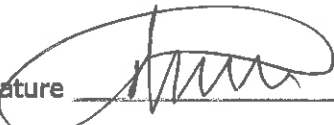
Signature 

Full names: EDITH VILYES

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

Witnesses:

1.

Signature 

Full name SONYINWE MKHATSIMA

2.

Signature 

Full name N. WILLIAMS

## Annex A : Acronyms and definitions

### A.1 Acronyms

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

### A.2 Definitions

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

## **Annex B : Corporate terms and conditions**

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### **B.1 Dispute resolution and arbitration**

- a) In the event that a party wishes to declare a dispute in terms of this agreement, the dispute shall be declared in writing by:
  - i) SITA to the DG/Delegated Authority of the client ; or
  - ii) the DG/Delegated Authority of the client, to SITA.
- b) The parties shall make every reasonable effort to settle a dispute between them amicably through conciliation and negotiation within 30 days after the aggrieved party gave written notice to the other party.
- c) If a dispute cannot be so settled or the subject-matter of the dispute necessitates settlement before the end of the thirty (30) day-period; either party to the dispute may refer the matter to the Minister for mediation.
- d) If mediation fails, either party may refer the dispute for arbitration to the office of the State Attorney, which is located closest to the parties' head office.
- e) The State Attorney shall act as the arbitrator and his/her decision shall be final and binding on the parties.

### **B.2 Termination of this agreement**

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

## Annex C : Summary of financial implications

### C.1 Price summary

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

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

## **Annex D : Service Request Logging Procedure**

### **D.1 Service Request logging supporting this SLA**

#### **D.1.1 Service Desk**

Operational hours: 07:30 – 16:00

#### **D.1.2 Incident and request logging via telephone**

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

#### **D.1.3 Incident and request logging via e-mail**

Incident and requests should be e-mailed to the IT Service Desk at [sitasc@sitaco.za](mailto:sitasc@sitaco.za). A unique reference number shall be e-mailed to the originator, which shall be used during an enquiry.

#### **D.1.4 Incident and Request logging via Fax**

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

#### **D.1.5 Information required when logging an Incident or Request**

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

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

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

### **D.2 Pending, resolved and closed Incidents and Requests**

#### **D.2.1 Pending (suspending) an Incident and Requests**

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

- a) **Client Hold**  
Client not available/client requesting technician to attend to call at a later time
- b) **Client Action Required**  
Client has to test/ the client has to approve a quotation

- c) **Local Site Action Required**  
Technician on site has to give assistance (this would specifically be used on Wide Area Networks for e.g. resetting of a router)
- d) **Purchase Order Approval**  
Client has to provide a purchase order number
- e) **Registration Approval**  
Client has to provide approved registration form
- f) **Supplier Delivery**  
Awaiting delivery of equipment from a supplier
- g) **Third Party Vendor Action Required**  
Hardware support required
- h) **Infrastructure Change**  
Awaiting planned/unplanned change implementation
- i) **Request**  
Call is a request and has to follow quotation procedure
- j) **Monitoring Incident**  
Work-around has been implemented and/or waiting for the incident to re-occur
- k) **Future Enhancement**  
Feature requested not available at the moment, requires upgrade and/or patch

### **D.2.2 Resolving an Incident or Request**

An Incident shall be resolved when the service is restored.

### **D.2.3 Closed Incident or Request**

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

## **D.3 Escalations**

### **D.3.1 First Line Support Feedback to Clients**

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

### **D.3.2 Resolution Feedback to Clients**

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

### **D.3.3 Client Dissatisfaction**

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

### **D.3.4 Client Follow Up**

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

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

### **D.4.1 Customer Contact Centre**

Operational hours: 07:30 – 16:30

#### **D.4.2 Service Request logging via telephone**

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

#### **D.4.3 Service Request logging via e-mail**

Service Requests should be e-mailed to the Customer Contact Centre at [contactcentre@sitaco.co.za](mailto:contactcentre@sitaco.co.za). A unique reference number shall be e-mailed to the originator, which shall be used during an enquiry.

## **D.5 Client Complaints / Compliments / Suggestions / Enquiries**

### **D.5.1 Customer Contact Centre**

Operational hours: 07:30 – 16:30

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

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

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

Communication should be e-mailed to the Customer Contact Centre at [contactcentre@sitaco.co.za](mailto:contactcentre@sitaco.co.za). A unique reference number shall be e-mailed to the originator, which shall be used during a follow up



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## **Annex H to SLA 8211\_001: Hosted Batch Printing**

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



## Annex H : Hosted Batch Printing

### H1. Service Classification

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

### H2. Reference(s)

1. None

### H3. Benefit Statement

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

## H4. Hosted Batch Printing – Configured Service

### H4.1 Service Metric: Hosted Printing Services

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

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

## H4.2 Services Detail

| Service Category      | Service Sub-Category  | Service Component                                                                                                 | Service Component Description                                                                                                                                                                                                                                                                                                                    | Service Measures                                                                           | Definition of service measures                                                                   | Service Level Metrics                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Dependencies                        |
|-----------------------|-----------------------|-------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------|
| Hosted Batch Printing | Hosted Batch Printing | 1. Printing : (Monochrome Printing (A4/A3), Colour printing (limited) (A4/A3), face value documents)              | Comprehensive Printing service offering ensures end-to-end delivery and back-end management of a secure printing environment and includes hardware provisioning and installation, network connectivity and access, failover capabilities, backup and restore and other professional services needed to support a dedicated printing environment. | % instances met                                                                            | volumes (amount of pages)                                                                        | <ol style="list-style-type: none"> <li>Hours for processing services:               <ol style="list-style-type: none"> <li>PERSAL Permanent runs: 72 hours</li> <li>PERSAL Supplementary runs: 48 hours</li> <li>PERSAL Temporary runs: 48 hours</li> </ol> </li> <li>95% of instances (volumes and timeframe) met</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                   | Timely supply of data to be printed |
| Hosted Batch Printing | Hosted Batch Printing | 2. Pre processing: (scanning, data conversion, document composition, form creation, electronic document delivery) | Preparation of raw data into a preferred printable print stream for printing and a readable print stream for viewing.                                                                                                                                                                                                                            | <ol style="list-style-type: none"> <li>Number of hours</li> <li>% instances met</li> </ol> | <ol style="list-style-type: none"> <li>Number of pages handled and/or Number of hours</li> </ol> | <ol style="list-style-type: none"> <li>Scanning:               <ol style="list-style-type: none"> <li>Condition of original document</li> <li>Timely supply of original documents to be scanned</li> </ol> </li> <li>Data conversion:               <ol style="list-style-type: none"> <li>Data integrity</li> <li>Timely supply of original data to be converted</li> </ol> </li> <li>Document composition:               <ol style="list-style-type: none"> <li>Data integrity</li> <li>Timely supply of original data to be converted</li> <li>Specifications from client</li> </ol> </li> <li>Forms design:               <ol style="list-style-type: none"> <li>Data integrity</li> <li>Timely supply of original data to be placed</li> </ol> </li> </ol> |                                     |

| Service Category      | Service Sub Category  | Service Component                                                                                                       | Service Component Description                                                                                                                                       | Service Measures                           | Definition of service measures                                                                                                                                          | Service Level Metrics                                                                                                          | Dependencies                                                                                                                                                                                                                                                                                                                                                                                                                  |
|-----------------------|-----------------------|-------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Hosted Batch Printing | Hosted Batch Printing | 3. Post Processing: (stapling, ring and glue binding, sorting, packaging, delivery, reconciliation of face value forms) | This service element includes the preparation of media for delivery. This includes all the finishing tasks to be performed on the printed media.                    | 1. Number of hours<br>2. % instances met   | Volumes (amount of pages) and/or<br>Number of books bound and/or<br>Number of hours                                                                                     |                                                                                                                                | c. Specifications from client for outlay<br><br>1. Sorting of printed media:<br>a. Specifications from client for sorting<br>2. Packaging:<br>a. Specifications from client for packaging<br>3. Delivery:<br>a. Specifications from client for delivery<br>4. Reconciliation of face value forms:<br>a. Correctness of face value forms delivered to SITA<br>Users participating in the survey to obtain a reasonable sample. |
| Hosted Batch Printing | Hosted Batch Printing | 4. Service Desk: Call Answering                                                                                         | The handling of agreed inbound communication channels within acceptable response times and quality levels.                                                          | Responsiveness and quality of Service Desk | Number of calls handled that have breached 20 seconds before being answered) / Total number of calls received for the calendar month (within stipulated service hours.) | 1. 80% of calls handled in 20 seconds over a period of one calendar month.<br>2. 80% Satisfaction Levels, i.e. (Inbound calls) |                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Hosted Batch Printing | Hosted Batch Printing | 5. Incident and Request Management: Monitoring and escalation                                                           | Implementation of the Incident/ Request Management process supporting effective monitoring and escalation as defined by the escalation procedure with the Customer. | Incident / Request Escalations             | % of automated escalations carried out as per agreed escalation procedure.                                                                                              | 90% Escalations as per agreed escalation procedure                                                                             | As per agreed scope of the escalation procedure enabled by the Customer and/or 3rd Parties.                                                                                                                                                                                                                                                                                                                                   |

| Service Category      | Service Sub Category  | Service Component                                                                  | Service Component Description                                                                               | Service Measures                                                 | Definition of service measures                                                                                                                              | Service Level Metrics                                        | Dependencies                                           |
|-----------------------|-----------------------|------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------|--------------------------------------------------------|
| Hosted Batch Printing | Hosted Batch Printing | 6. Incident Management: Reporting on performance against all Incidents and Request | Provision of Incident/ Request Management reports on the performance of all Technical Support environments. | Availability of Incident/ Request Management Performance Reports | Provision of access to automated reports on<br>a. Mean Time to Respond (MTTr) per service category.<br>b. Mean Time to Resolve (MTTR) per service category. | 1. 90% Availability of Service Management Reporting Platform | Customer and/or 3rd Parties must have internet access. |

## H5. Roles and responsibilities

| Service Sub-Category |          | Responsibilities                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|----------------------|----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                      |          | SITA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Client                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| Pre Processing       |          | <ol style="list-style-type: none"> <li>1. SITA is responsible for the processing of data provided by the application programs of the Client/ application owner.</li> <li>2. SITA shall backup and store all master files, forms, logos and graphics.</li> <li>3. SITA shall maintain adequate levels of consumables.</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                             | <ol style="list-style-type: none"> <li>1. The application owner shall inform SITA in writing at least 30 working days in advance of any change regarding processing requirements of resources or of a change in service procedures. All changes shall be channelled through the SITA Service Desk.</li> <li>2. The Client/ application owner shall inform SITA on the same day when delivery has been taken of the processed documents, whether any erroneous processing has occurred.</li> <li>3. The application owner/Client shall inform SITA before 12:00 on Fridays if special runs are to be printed over weekends.</li> </ol>                                                                       |
|                      | Printing | <ol style="list-style-type: none"> <li>1. Printing and processing of data provided by the application programs of the Client/ application owner.</li> <li>2. Correct execution of the tasks.</li> <li>3. Inform the application owner one (1) calendar month in advance of any change or upgrade.</li> <li>4. Backup and store all master files, forms, logos and graphics.</li> <li>5. Maintain authorised access control.</li> <li>6. Compile annual processing schedule together with all parties.</li> <li>7. Maintain adequate levels of consumables.</li> <li>8. SITA is responsible for preventative maintenance on the printers as part of standard operational procedures. This occurs without an impact on the Client.</li> </ol> | <ol style="list-style-type: none"> <li>1. Responsible for the integrity and correctness of the input data together with the application owner.</li> <li>2. Inform SITA in writing at least 30 working days in advance of any change regarding processing requirements of resources or of a change in service procedures via the SITA Service Desk.</li> <li>3. Inform SITA on the same day when delivery has been taken of the processed documents of any erroneous processing.</li> <li>4. Comply with the minimum security requirements governing the service as specified in the References.</li> <li>5. Inform SITA before 12:00 on Fridays if special runs are to be printed over weekends.</li> </ol> |
| Post Processing      |          | <ol style="list-style-type: none"> <li>1. SITA shall maintain adequate levels of consumables</li> <li>2. Ensure quality of packaging.</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | <ol style="list-style-type: none"> <li>1. Clear post processing instructions.</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |

## H6. Pricing

| DESCRIPTION               | PRICE              |
|---------------------------|--------------------|
| Hosted Batch Printing     |                    |
|                           | R 9,538.81         |
| <b>SUBTOTAL PER ANNUM</b> | R 9,538.81         |
| PLUS: 14% VAT             | R 1,335.43         |
| <b>TOTAL PER ANNUM</b>    | <b>R 10,874.24</b> |

## H7. Penalties

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

## H8 Dependencies and constraints

### H8.1 Dependencies:

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

### H8.2 Constraints:

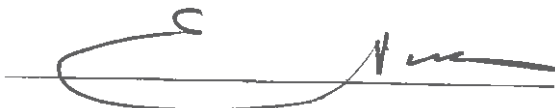
1. Timely and correct receipt of pre-printed materials not supplied by SITA

### H9. Certification:

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

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

Thus done and signed at METULA on this 8<sup>th</sup> day of SEPT 2017



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

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



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



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## **Annex E to SLA 8211\_001: Mainframe Hosting Service**

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



## Annex E: Mainframe Hosting Service

### E1. Service Classification

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

### E2. Reference(s)

None

### E3. Benefit Statement

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

## E4. Service Category – Configured Service

### E4.1 Service Metric: Mainframe Hosting Service

| Managed Infrastructure |                                                                                                                                                                                                                     | Configured Service                                                                                                                                                                                                                                                       |                              |            |     | Service Management                    |                                    |
|------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------|------------|-----|---------------------------------------|------------------------------------|
| Service Offering       | Service Description                                                                                                                                                                                                 | Basic features                                                                                                                                                                                                                                                           | Additional features required | Contracted | Cap | Service Components                    | Measurement                        |
| Mainframe Hosting      | Hosting provides capacity on the information technology infrastructure (hardware and software) in terms of storage, backup, servers, network switches, DBMS, application platforms and systems management software. | 1. Managed Data Centre for hosting of ICT Infrastructure.<br>2. Hosting platform together with its operating system environment.<br>3. Connectivity of mainframe to SITA WAN and data centre network infrastructure.<br>4. Disk storage capacity and management thereof. |                              |            |     |                                       |                                    |
|                        | This capability has a preparation, administration and management, user support and reporting activity associated with it.                                                                                           | 5. Backup and recovery Infrastructure and enabling software.<br>6. Management tools: Capacity, Security, Configuration, Tape Library, Automated Scheduling.                                                                                                              |                              |            |     |                                       |                                    |
|                        | The collective capability enables information technology systems by means of Hosting Services defined as Mainframe Application Hosting (proprietary, open                                                           | 7. Administration: Technical Administration and support of all infrastructure components.<br>8. Manage the service offering according                                                                                                                                    |                              |            |     |                                       |                                    |
|                        |                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                          | None Available               |            |     | 1. System Availability (24x7 Service) | Monthly System Availability of 98% |
|                        |                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                          |                              |            |     |                                       | % System Availability              |
|                        |                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                          |                              |            |     |                                       |                                    |
|                        |                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                          |                              |            |     |                                       |                                    |
|                        |                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                          |                              |            |     |                                       |                                    |





## E4.2 Service Detail

| Service Category | Service Sub-Category | Service Component      | Service Component Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Service Measures                                                                                    | Definition of service measures                         | Service Level Metrics                                                                                          | Dependencies                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|------------------|----------------------|------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------|--------------------------------------------------------|----------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Hosting          | Mainframe Hosting    | 1. System Availability | <ol style="list-style-type: none"> <li>Managed Data Centre: Physical location for hosting of ICT Infrastructure.</li> <li>Network: SITA WAN and any data centre network</li> <li>Storage: Physical storage space required.</li> <li>Backup and Recovery: Backup and recovery infrastructures and enabling software.</li> <li>Hosting Platform: Provide the server hardware together with its operating system environment.</li> <li>Management tools: Capacity, Security, Configuration, Automated Scheduling, Tape Library Management.</li> <li>Administration: Technical Administration and support of all Infrastructure components.</li> <li>Manage the service offering according to approved Service Management Framework.</li> <li>Web Services Administration and Support. (Optional)</li> </ol> | <ol style="list-style-type: none"> <li>Service Availability</li> <li>System Availability</li> </ol> | Monthly SLA reporting on service & system availability | <ol style="list-style-type: none"> <li>Service Availability: 24X7 System</li> <li>Availability: 98%</li> </ol> | <ol style="list-style-type: none"> <li>Production application systems shall be available as specified in Service Level Metric, except for:               <ol style="list-style-type: none"> <li>Scheduled downtime as negotiated with the Application Owner (the Application Owner will notify their users of scheduled downtime). The Application Owner will be informed at least 48 hours in advance of any scheduled downtime.</li> <li>Unscheduled downtime in cases of emergency.                   <ol style="list-style-type: none"> <li>Extended service hours</li> <li>When essential, the availability of services with regard to production application systems additional to the times specified in this SLA may be requested by the Application Owner via the logging of a call at the SITA Service Desk. Requests for extended service hours shall be requested via the Application Owner at least 48 hours beforehand (the notice period may be shorter in cases of emergency) and will be authorized by SITA should it be acceptable.</li> </ol> </li> </ol> </li> </ol> |

| Service Category | Service Sub Category | Service Component                                             | Service Component Description                                                                                                                                              | Service Measures                           | Definition of service measures                                                                                                                                          | Service Level Metrics                                                                                                          | Dependencies                                                                                                                                                                                                           |
|------------------|----------------------|---------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Hosting          | Mainframe Hosting    | 2. Database Availability                                      | 1. Database Management System: Repository for storing transactional data.<br>2. Administration: Database Administration and support.<br>3. Backup and recovery: Databases. | Database Availability                      | Monthly SLA reporting on Database availability                                                                                                                          | Database Availability: 98% per month                                                                                           | 1. Database availability is subject to the operational requirements of the Application Owner.<br>2. Databases shall be available as specified in Service Level Metric, subject to dependencies of System Availability. |
| Hosting          | Mainframe Hosting    | 3. Disaster Recovery                                          | 1. Failover host platform for:<br>a. Hosting platform<br>b. Storage platform<br>c. Backup platform<br>2. Remote Mirroring                                                  | 1. Recovery Time<br>2. Conducting DR Tests | 1. Warm: Passive DR for all service components<br>2. BI-annual reporting for DR Testing                                                                                 | 1. Recovery Time Objective (RTO) : 8 hrs<br>2. Testing: Twice a year                                                           | 1. Connectivity from client site to DR site.<br>2. Client participation in DR tests.<br>3. Downtime for DR tests approved by Application Owners.<br>4. RTO measurement to start upon declaration of a disaster.        |
| Hosting          | Mainframe Hosting    | 4. Service Desk: Call Answering                               | The handling of agreed inbound communication channels within acceptable response times and quality levels.                                                                 | Responsiveness and quality of Service Desk | Number of calls handled that have breached 20 seconds before being answered) / Total number of calls received for the calendar month (within stipulated service hours.) | 1. 80% of calls handled in 20 seconds over a period of one calendar month.<br>2. 80% Satisfaction Levels, i.e. (Inbound calls) | Users participating in the survey to obtain a reasonable sample.                                                                                                                                                       |
| Hosting          | Mainframe Hosting    | 5. Incident and Request Management: Monitoring and escalation | Implementation of the Incident/ Request Management process supporting effective monitoring and escalation as defined by the escalation procedure with the Customer.        | Incident / Request Escalations             | % of automated escalations carried out as per agreed escalation procedure.                                                                                              | 90% Escalations as per agreed escalation procedure                                                                             | As per agreed scope of the escalation procedure enabled by the Customer and/or 3rd Parties.                                                                                                                            |

| Service Category | Service Sub Category | Service Component                                                                   | Service Component Description                                                                               | Service Measures                                     | Definition of service measures                                                                                                                                 | Service Level Metrics                                                                                                                                                                                                                                                                                                                                                                  | Dependencies                                              |
|------------------|----------------------|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------|------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------|
| Hosting          | Mainframe Hosting    | 6. Incident Management : Reporting on performance against all Incidents and Request | Provision of Incident/ Request Management reports on the performance of all Technical Support environments. | Availability of Incident/ Request Management Reports | 1. Provision of access to automated reports on<br>a. Mean Time to Respond (MTTR) per service category.<br>b. Mean Time to Resolve (MTTR) per service category. | 90% Availability of Service Management Reporting Platform                                                                                                                                                                                                                                                                                                                              | Customer and/or 3rd Parties must have Internet access.    |
| Hosting          | Mainframe Hosting    | 7. Service Support                                                                  | Resolution of calls logged by users through defined inbound communication channels                          | Responsiveness                                       | MTTR/MTTR (Mean time taken to respond /resolve) calls logged for support in a calendar month during business hours.                                            | 95% of calls will be responded to within response times rolled up across all priorities as follows,<br>MTTR:<br>a. Critical: 2 Hrs<br>b. High: 4 Hrs<br>c. Medium: 6 Hrs<br>d. Low: 8 Hrs<br>95% of calls will be resolved within resolution times rolled up across all priorities as follows,<br>MTTR:<br>a. Critical: 4 Hrs<br>b. High: 8 Hrs<br>c. Medium: 16 Hrs<br>d. Low: 24 Hrs | Users must log a call for support via the support process |

## E5. Roles and responsibilities

| Description         | SITA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Responsibilities                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Client |
|---------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|
| System Availability | <ol style="list-style-type: none"> <li>1. Operate, manage and maintain ICT infrastructure.</li> <li>2. Manage the reliability of the service to such an extent that unplanned service interruptions are minimized at all times.</li> <li>3. Plan and coordinate hardware installations.</li> <li>4. Manage operating system installations, configurations, new versions, testing, adaptation and deployment by following formal change control processes.</li> <li>5. Configure and install third party system software products.</li> <li>6. Protect information from unauthorised, accidental or malicious modification, destruction and disclosure.</li> <li>7. Adherence to applicable security and Auditor-General requirements as may be set from time to time.</li> <li>8. Assisting the respective Application Owners with forecasting and planning for the capacity requirements. (where applicable)</li> <li>9. Ensuring the availability of information as and when needed by the Client.</li> <li>10. Execution and implementation of job schedules in accordance with the requirements of the Application Owner. (where applicable)</li> <li>11. Notify the Application Owner with regard to the failure of jobs executed by SITA in accordance with job schedules. (where applicable)</li> <li>12. Create, manage and maintain automated scheduling rules in accordance the requirements of the Application Owner.</li> <li>13. Ensuring the availability of adequate disk space to cater for projections made in the applications systems capacity plan (where applicable).</li> <li>14. Deploy Client's Web Services Application to WebSphere in accordance with the requirements of the Client. (Optional)</li> </ol> | <ol style="list-style-type: none"> <li>1. Report all incidents (calls) and service requests to the SITA Service Desk via the Toll free number (0800 11 55 75).</li> <li>2. Report all service requests for transversal systems</li> <li>3. Implement directly to the Application Owner in writing.</li> <li>4. Advise the Application Owner for transversal systems of significant changes in usage forecasts and of changed/new service requirements deviating from capacity planning forecasts.</li> <li>5. Provide approval to SITA within requested time frame for change control to be implemented as requested from time to time.</li> <li>6. Perform acceptance tests after installation of new software releases as requested by SITA.</li> <li>7. Manage user profiles.</li> <li>8. Control access to application information.</li> <li>9. If the Client is the Application Owner, the Client may choose to create its own rules for automated scheduling. In such cases, the Client will be responsible for the correct functioning, management and maintenance of such rules.</li> <li>10. Provide SITA with growth roadmap.</li> <li>11. Inform SITA in writing in the event of decommissioning a service.</li> <li>12. Provide SITA with correct Web Services Application and configuration requirements for deployment to WebSphere. (Optional)</li> </ol> |        |

| Description           | Responsibilities                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                              |
|-----------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                       | SITA                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Client                                                                                                                                                                                                                                                                                                       |
| Database Availability | <ol style="list-style-type: none"> <li>1. Manage the system database administration process within a formal documented procedure.</li> <li>2. Perform data integrity checks as requested by the Client.</li> <li>3. Provide backup and recovery for Applications owned by the Client, in accordance with the Client's requirements.</li> <li>4. Provide risk/impact analysis of new or changed operating systems and database management systems.</li> </ol> | <ol style="list-style-type: none"> <li>1. Report all DBMS related incidents and requests to the SITA Service Desk via the Toll free number (0800 11 55 75).</li> <li>2. Provide approval to SITA within requested time frame for change control to be implemented as requested from time to time.</li> </ol> |
| Disaster Recovery     | <ol style="list-style-type: none"> <li>1. Develop DR Plan together with Application Owner (where applicable).</li> <li>2. Maintain DR Plan.</li> <li>3. Schedule, manage and perform DR Tests.</li> </ol>                                                                                                                                                                                                                                                    | <ol style="list-style-type: none"> <li>1. Participate in DR testing as and when requested by SITA.</li> </ol>                                                                                                                                                                                                |

## E6. Pricing

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

### Notes:

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

## E7. Penalties

To be negotiated.

## E8. Dependencies and constraints

### E8.1 Dependencies:

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

### E8.2 Constraints:

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

### E9. Certification:

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

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

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



Full names: GATH VIKES  
On behalf of the Department of Small Business Development  
And duly authorised thereto

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



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