

FORMAL QUOTATION

Service Level Agreement (SLA) – Technical Support Services

Prepared for: Department of Correctional Services

Prepared by: IVR

Location: Bloemfontein

Date: 18 June 2026

1. Scope of Services

The scope of services delivered on-site, along with operational obligations, is defined in the SLA Memorandum, Annexure B, Clause 9.

- IT Support and Emergency Maintenance of CCR servers and associated workstation environments
- Perimeter Security Systems Support, including surveillance cameras, infrared beams, and electric fencing infrastructure
- Surveillance Infrastructure Support, covering all CCTV systems within the correctional facility
- Access Control Systems Maintenance, including biometric fingerprint readers, cell call systems, electronic locking mechanisms, and related components
- Intercom Systems Support, ensuring operational integrity across all controlled access points
- Additional associated technical support services as required

2. Resource Allocation

IVR allocates a team of five (5) dedicated personnel onsite, a senior Technician with 3 under his direct supervision as well as maintenance personnel for perimeter cleaning and upkeep to ensure efficient service delivery, proactive support, and rapid response to emergency maintenance requirements.

Full support of the IVR Technical team is available in case of technical emergencies as the team is situated in Bloemfontein.

3. Tools and Equipment

IVR provides all specialized tools, diagnostic equipment, and technical resources necessary to ensure that all maintenance and repair tasks are executed to a high standard of quality, efficiency, and compliance.

4. Pricing

Monthly SLA Service Fee: R200,000.00 (Excluding VAT)

QTY	Item	Sub Amount ZAR Ex Vat	Amount ZAR Ex Vat
12	Monthly SLA Service Fee (Per Month)	R200 000.00	R2 400 000.00

Subtotal	R2 400 000.00
Vat	R360 000.00
Total	R2 760 000.00

Non-Urgent and Emergency Repairs Outside of Scope

Any **non-urgent callouts, emergency repairs, or remedial work** beyond the scope of the Planned and Preventative Maintenance Agreement shall be billed as follows:

- **Hourly Labour Rate:** R550.00/hour
- **Travel Costs:** R8.90/km
- **Markup on Materials and Spare Parts:** 15%
- **Markup on Specialist Sub-Contractor Fees:** 10%

These rates shall remain fixed for the **first year of the Agreement** and will be **renegotiated annually** with the annual review of the Planned and Preventative Maintenance (PPM) amount.

Please note that the SLA fee excludes the cost of hardware replacements, spare parts, and inventory required for repairs, which will be billed separately as applicable.