

ORDER FINAL PAYMENT (PAYMENT FOR GOODS / SERVICES)

G 0183667

DESCRIPTION

ORDER DATE (DDMMYYYY)

02/06/22

REQ. NUMBER

2022060104

REFERENCE

ENTITY NAME
ADDRESS

State Information Technology Agency

RECEIVED BY FINANCE
DATE 02/06/22
INITIAL: [Signature]
RECEIVED FROM
INITIAL: [Signature]
DATE 02/06/22

POSTAL CODE

TEL NO.

022 266 2605

BENEFICIARY
FAX NO.

CONTRACT TENDER NO.

ENQUIRIES TO

Sinhlewe Mhlogu

CONTRACT TYPE

LINE NO.

ITEM LINE DESCRIPTION

1. Purchase order for request of Annex 1.1.1
and first service period agreement for (12) twelve
months.

DEL

DELIVERY DATE

QUANTITY

UNIT PRICE

TOTAL AMOUNT

204 042 457.37

TOTAL ORDER AMOUNT

204 042 457.37

PAYMENT NUMBER

SOURCE DOCUMENT

PAYMENT DATE

LINE NO.

TYPE

DATE

NUMBER

QUANTITY

INVOICE AMOUNT

DISCOUNT AMOUNT

NETT AMT PAYABLE

ORDER FINAL

X

X

X

The Expenditure Authoriser certifies that this order complies to the requirements, re-payment according to contract / agreement tariff* reasonability or fairness, that the allocation is correct and that the payee may receive payment. The necessary invoices are attached and any deductions made.

NAME	COMPILED BY	CHECKED BY	EXPENDITURE AUTHORISED BY	CAPTURED BY	AUTHORISED BY	OVER EXPENDITURE BY
SIGNATURE	[Signature]					
DATE	02/06/22	/ /	/ /	/ /	/ /	/ /

Cat No: 26-01422 APPLE PRINT 086 122 7753

UMNYANGO WEZAKUHLUTHURIKIWA KOMINDELO
EZOKUYAKASHA
Private Bag 34120, Pietermaritzburg, 3200
02 JUN 2022
270 Juba Ndlovu Street, Pietermaritzburg, 3200
DEPARTMENT OF ECONOMIC DEVELOPMENT, TOURISM
AND ENVIRONMENTAL AFFAIRS

INVOICE ADDRESS

DELIVERY ADDRESS

NAME

ADDRESS

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Province of KwaZulu-Natal Department of Economic Development
Requisition form for Goods / Services

FORM PA001

To
Name of Official:
Business Unit :
Tel. Number:

MANAGER: SCM
Sindiswa Mhlongo
ICT Unit
0332642609

Requisition No.
Delivery Address
Required Delivery
Date:

2022060104
270 Jabu Ndlovu Street

REQUIRED GOODS / SERVICES (For all services/projects TOR must be attached together with the procurement strategy)

Full Description
Annex K. Lan and Desktop Support

MOTIVATION FOR ACQUISITION:

Renewal of Annex K. Lan and Desktop Service Level Agreement from 01 April 2022 till 31 March 2025.

Official's Signature

Date: 30-05-2022

ALLOCATION OF EXPENDITURE

Funds	Voted funds
Responsibility	Corporate Services
Objective	Information Technology
Project	No Project
Net Asset	None asset related
Regional Indicator	KZN Whole Province
Item	SITA SPECIALISE COMPT SER

Budget Allocation	R 34 584 000.00
Less Expenditure	R 6 310 722.86
Less Commitments	R
Budget Available	R 28 273 227.14
Projects/Goods/Services Estimated Amount	R 24 042 459.29

☒ Approved / Not Approved

Responsibility Manager: Name and Rank: Maxwell Mdimiseni Buthelezi Director: Information Technology

Signature: Date: 30/05/22

Comments:

Budget Controller: Date: 31/05/2022

For SCM use only

ASSET MANAGEMENT / ICT UNIT

Condition of existing asset	Obsolete/ Redundant	Irrepairable (Condition report for all IT equipment required)	Satisfactory	New
Name:	Signature:	Designation:	Date:	

DEMAND SECTION

Does this appear on the procurement plan?	YES	NO	If not on procurement plan does a motivation exist	YES	NO
Name:	Signature:	Designation:	Date:		

ACQUISITION SECTION

Quotation Number.	Funding Approval	YES	NO
Name:	Signature:	Designation:	Date:

LOGISTIC SECTION

Award Approved by:	Name:	Date:
Order No.:	Date:	Total Cost:
Name:	Signature:	Designation:
		Date:

QUOTATION



SITA SOC Ltd, 459 Tsitsa Street, Erasmuskloof, Pretoria, South Africa • PO Box 26100, Monument Park, 0105, South Africa
Tel: +27 12 482 3000 • Fax +27 12 367 5151 • Reg. No 1999/001899/30 • www.sita.co.za

SITA REF: QUOT-20029 Rev 1.0
REF/ARS/ Mandatory
ITSM 7 No.: Requirement Click here to insert applicable No.
Change Cont. No. Uncontrolled
Author: Ralph Julius
Enquiry: Zamo Buthelezi
Tel: 033 341 3062 - 0614302770
Date: 03 May 2022

KwaZulu-Natal: Department of Economic Development, Tourism and Environmental Affairs
270 Jabu Ndlovu Street
Pietermaritzburg
3200

Attention: Mr Mdumiseni Buthelezi

As part of the formal tasking of SITA to undertake the specific services in terms of the departments/Municipality business requirements, elements of this tasking are detailed within this formal quotation.

Deliverables/Receivables
Deliverables
Receivables



QUOTATION FOR SERVICE LEVEL AGREEMENT SERVICES (1023 ANNEX K) PROVIDED BY SITA FOR THE 2022-2023 UNTIL 2024-2025 FINANCIAL YEARS

For the above-mentioned request the following tasks, activities and pricing is applicable.

Table 1 : Work Breakdown Structure for: click here to enter customer requirements in bold caps

Deliverables/Receivables Tasks and Activities	QTY	Unit Price	Total Price
Quotation for the Managed LAN and Desktop Services for the Financial Year 2022-2023 (1023_Annex K)	12	R 549,934.80	R 6,599,217.60
Quotation for the Managed LAN and Desktop Services for the Financial Year 2023-2024 (1023_Annex K)	12	R 580,181.21	R 6,962,174.57
Quotation for the Managed LAN and Desktop Services for the Financial Year 2024-2025 (1023_Annex K)	12	R 612,091.18	R 7,345,094.17

Non-Executive Directors:

Ms M Mosidi (Chairperson), Ms S Buma (Dr) (Deputy Chairperson), Ms S Moonsamy, Ms N Pietersen, Ms Z Hill, Ms O Ketsekile, Mr T Ratshitanga (Dr), Mr R Ramabulana, Mr W Vukela, Ms L Mseme, Ms J Morwane, Mr M Ratshimbilani

Executive Directors:

Mr L Keyise (Interim Managing Director), Mr MK Kgauwe (Chief Financial Officer)
Mr. V. Mphaphuli: Company Secretary (Acting)

CONFIDENTIAL

Deliverables/Receivables Tasks and Activities	QTY	Unit Price	Total Price
Net Price			R 20,906,486.34
VAT 15%			R 3,135,972.95
GROSS PRICE			R 24,042,459.29

This quotation is subject to the following conditions:

1. Exchange rate fluctuations.
2. Supplier price fluctuations.
3. Any changes in customs and excise duties.
4. Factors beyond SITA's control (e.g. freight, etc.) that may affect the price of the goods.
5. The warranty is for parts only.
6. Payment is strictly thirty (30) days from supply.
7. SITA does not supply any cables for network connectivity.
8. Where applicable, an addendum will be signed between the Department and SITA on commissioning of this service.
9. Only with the receipt of the Signed 'Approval/Non-Approval' section of this quotation together with your purchase order will be constituted as acceptance of this quotation for non-RFP requirements.
10. For RFP requirements only with the receipt of the Signed 'Approval/Non-Approval' section of this quotation together with your purchase order and related signed service level agreement or project charter or proposal will be constituted as acceptance of this quotation

The quotation is valid for 21 (twenty-one) business days from the SITA date of signature

Confirm the price on placing the order.

An official departmental order note is required prior to this request being processed.

Approved by:

Yours Sincerely,


 REGIONAL MANAGER: KZN, FREE STATE, MPUMALANGA; MR. HAROLD GOPAL

04 May 2022

Date

APPROVAL/NON-APPROVAL

Indicate your acceptance or rejection in the table provided and fax to 033-3953105 or email Zamo.Buthelezi@SITA.co.za

The official order note must accompany this page if the quote is accepted.

Non-Disclosure of Information relating to a (RFQ, RFP, URS etc.):

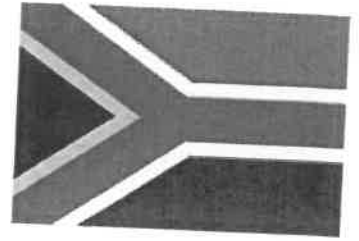
1. On receipt of a SITA (RFQ, RFP, URS), the Client undertakes:
 - 1.1 to keep confidential all information (written, including information contained in electronic format, or oral) concerning the business and affairs of SITA that it shall have obtained or received from SITA through the RFP;
 - 1.2 not without SITA's written consent to disclose nor change the information in whole or in part to any other person save its employees involved in the implementation of this agreement, and who have a need to know the same; and
 - 1.3 to use this information solely in connection with the implementation of this Proposal and not for its own benefit of any third party.
2. The provisions of **Clause 1.** shall not apply to the whole or any part information to the extent that it is:
 - 2.1 already known to the recipient without obligation of confidence;
 - 2.2 independently developed by the recipient;
 - 2.3 publicly available without breach of this agreement;
 - 2.4 rightfully received from a third party;
 - 2.5 released for disclosure by the disclosing party with its written consent; or
 - 2.6 required to be disclosed in response to a valid order of court or other governmental agency or if disclosure is otherwise required by law.

ARS/ ITSM / REFERENCE NUMBER	Click or tap here to enter text.		
DEPARTMENT	KwaZulu-Natal: Department of Economic Development, Tourism and Environmental Affairs		
DESCRIPTION	Quotation for the Managed LAN and Desktop Services for the Financial Years 2022-2023 UNTIL 2024-2025 (1023 Annex K)		
TOTAL BUDGET AMOUNT (ONCE OFF) including VAT	Insert applicable data		
TOTAL BUDGET AMOUNT (RECURRENT) including VAT	2022-2023: R 632,425.02 X 12 Months 2023-2024: R 667,208.40 X 12 Months 2024-2025: R 703,904.86 X 12 Months		
TICK WHICHEVER IS APPLICABLE	ACCEPTED	☐	NOT ACCEPTED
SIGNED	Signed by Maxwell Mduiseni Buthelezi Signed at: 2022-05-30 14:15:44 +02:00 Reason: I approve this document		
FULL FIRST NAME AND SURNAME (IN PRINT)	Maxwell Mduiseni Buthelezi		
DESIGNATION OF SIGNEE (IN PRINT)	Director: Information Technology		
DEPARTMENTAL ORDER NUMBER			
FULL FIRST NAME AND SURNAME OF CONTACT PERSON (IN PRINT)			
CONTACT PERSON'S TEL NO.	OFFICE	0832642732	CELL 0827467061
DELIVERY ADDRESS (IN PRINT)	270 Jabu Ndlovu Street Pietermaritzburg 3200		
DATE OF SIGNATURE	30/05/22		



the dpsa

Department:
Public Service and Administration
REPUBLIC OF SOUTH AFRICA



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Public servant verification system

This functionality allows you to verify if a person is employed in the Public Service or not. If the person is employed in the Public Service (excluding those in the Department of Defence) it will provide you with the name of the department where the person is employed.

You should contact the specific department directly to obtain more detailed information and for further verification of employment, as the nature and duration of appointments can influence the result.

7909050372080 - National:Communications and Digital Technologies

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[Public servant verification system](#)

[Operations Management Framework \(OMF\)](#)

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CSD REGISTRATION REPORT

SUPPLIER IDENTIFICATION

Supplier number	MAAA0146218	Country of origin	South Africa
Is supplier active?	Yes	South African company/CC registration number	1999/001899/30
Supplier type	CIPC Company	Have Bank Account	Yes
Supplier sub-type	State Owned Company	Registration date	29 Jan 1999 00:00:00.000
Legal name	STATE INFORMATION TECHNOLOGY AGENCY	Created by	bavika.munien@sita.co.za
Trading name	State Information Technology Agency SOC Ltd.	Created date	23 May 2016 11:41:35:000
Identification type	South African Company/Close Corporation Registration Number	Edit by	bavika.munien@sita.co.za
Government breakdown	State Owned Company (SOC Ltd)	Edit date	06 May 2022 12:08:11:273
Business status	In Business	Restricted Supplier	No

SUPPLIER CONTACT INFORMATION

CONTACT 1

Contact type	Administration	Do you want this contact to also be a CSD user ?	Yes
Is this your preferred Contact?	Yes	Created by	bavika.munien@sita.co.za
Name(s)	Bavika	Created date	23 May 2016 11 41:35:567
Surname	Munien	Edit by	bavika.munien@sita.co.za
Identification type	South African Identification Number	Edit date	23 May 2016 11:41:35:567
Prefer communication via email	Yes		
Email address	bavika.munien@sita.co.za		
Cellphone number	0833762156		

CONTACT 2

Contact type	Finance	Email address	tasnim.vorajee@sita.co.za
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CSD REGISTRATION REPORT

Is this your preferred Contact?	No	Telephone number	0124822122
Name(s)	Tasnim	Cellphone number	0826745050
Surname	Vorajee	Fax number	0866321133
Identification type	South African Identification Number	Website address	www.sita.co.za
Prefer communication via cellphone	Yes	Do you want this contact to also be a CSD user ?	Yes
Prefer communication via email	Yes	Created by	bavika.munien@sita.co.za
		Created date	23 May 2016 11:41:35:630
		Edit by	bavika.munien@sita.co.za
		Edit date	26 May 2016 09:58:00:000

SUPPLIER ADDRESS INFORMATION

ADDRESS 1

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

ADDRESS 2

Is this a preferred address?	No	Ward Number	42
Address line 1	P. O. Box 26100	Country	South Africa
Address line 2	Monument Park	Created by	bavika.munien@sita.co.za
Suburb	Monument Park	Created date	23 May 2016 09:51:54:000
Province	Gauteng	Edit by	bavika.munien@sita.co.za





CSD REGISTRATION REPORT

Municipality	City of Tshwane	Edit date	23 May 2016 11:41:35:553
City	Pretoria		
Postal code	0105		

SUPPLIER BANK ACCOUNT

BANK ACCOUNT 1

Account type	Current Accounts	Created by	bavika.munien@sita.co.za
Bank	STANDARD BANK OF SOUTH AFRICA	Created date	02 Jun 2016 13:03:20:000
Branch number	051001	Edit by	csd.safelynetbatch@treasury.gov.za
Branch name	STANDARD BANK SOUTH AFRICA	Edit date	30 Jun 2016 16:13:23:363
Account number	410298158	Bank Verification Status	Verification Succeeded
Account holder	SITA SOC LTD	Foreign Bank Account	No
Is this a preferred account?	Yes	Is the identifier linked at the bank	Yes
Active start date	23 May 2016 09:52:42:000	Is this a Shared Funding Account	No

TAX INFORMATION

Income tax number	9511089642	Overall Tax Status	Tax Compliant
VAT number	4450180346	Created by	bavika.munien@sita.co.za
Is this supplier a VAT vendor?	Yes	Created date	23 May 2016 11:41:35:000
PAYE number	7940712401	Edit by	csd.reverifybatch@treasury.gov.za
Are you Registered with SARS?	Yes	Edit date	06 May 2022 12:08:11:000
Last validation date	02 Jun 2022 08:29:00:000		





CSD REGISTRATION REPORT

B-BEEE INFORMATION

Certificate type	None		
Created by	bavika.munien@sita.co.za	Edit by	bavika.munien@sita.co.za
Created date	23 May 2016 11:41:41:897	Edit date	22 Jun 2016 09:57:15:000

DIRECTORS/MEMBERS/OWNERS INFORMATION

DIRECTOR/MEMBER 1

Director type	Director	Created date	19 May 2020 11:51:49:000
Director status	Active	Edit by	csd.reverifybatch@treasury.gov.za
Name(s)	LUVUYO	Edit date	22 Feb 2022 15:40:57:000
Surname	KEYISE	Restricted Supplier	No
Country	South Africa	Restriction Last Verification Date	02 Jun 2022 08:29:05.777
Identification type	South African Identification Number	Government Employee	Yes
South African identification number	7412195365085	Department	Ithala SOC Ltd, State Information Technology Agency
Work permit	0000000	Government Employee Last Verification Date	02 Jun 2022 08:29:05:323
Appointment date	28 Jan 2020 00:00:00:000	SA identification number Verified	Yes
Owner	No	SA identification number verification date	19 May 2022 12:35:11:500
Created by	csd.reverifybatch@treasury.gov.za		

DIRECTOR/MEMBER 2

Director type	Director	Created date	09 Feb 2021 09:39:08:000
Director status	Active	Edit by	csd.reverifybatch@treasury.gov.za
Name(s)	MOLATLHEGI KHUNOU	Edit date	22 Feb 2022 15:40:52:000
Surname	KGAUWE	Restricted Supplier	No





CSD REGISTRATION REPORT

Country	South Africa	Restriction Last Verification Date	02 Jun 2022 08:29:05:777
Identification type	South African Identification Number	Government Employee	Yes
South African identification number	8011225460087	Department	State Information Technology Agency;
Work permit	0000000	Government Employee Last Verification Date	02 Jun 2022 08:29:05:323
Appointment date	01 Dec 2020 00:00:00:000	SA identification number Verified	Yes
Owner	No	SA identification number verification date	19 May 2022 12:35:11:533
Created by	csd.reverifybatch@treasury.gov.za	Companies involved in	MAAA0597042,

DIRECTOR/MEMBER 3

Director type	Director	Created date	22 Feb 2022 15:40:52:000
Director status	Active	Edit by	csd.reverifybatch@treasury.gov.za
Name(s)	MAKANO	Edit date	22 Feb 2022 15:40:52:000
Surname	MOSIDI	Restricted Supplier	No
Country	South Africa	Restriction Last Verification Date	02 Jun 2022 08:29:05:777
Identification type	South African Identification Number	Government Employee	No
South African identification number	6401250295080	Government Employee Last Verification Date	02 Jun 2022 08:29:05:323
Work permit	0000000	SA identification number Verified	Yes
Appointment date	01 Feb 2022 00:00:00:000	SA identification number verification date	19 May 2022 12:35:11:547
Owner	No	Companies involved in	MAAA0169164; MAAA0791922; MAAA1132608,
Created by	csd.reverifybatch@treasury.gov.za		

DIRECTOR/MEMBER 4

Director type	Director	Created date	22 Feb 2022 15:40:53:000
Director status	Active	Edit by	csd.reverifybatch@treasury.gov.za
Name(s)	MOTLHAGO STELLA	Edit date	22 Feb 2022 15:40:53:000
Surname	BVUMA	Restricted Supplier	No
Country	South Africa	Restriction Last Verification Date	02 Jun 2022 08:29:05:777





CSD REGISTRATION REPORT

Identification type	South African Identification Number	Government Employee	No
South African identification number	7709230426081	Government Employee Last Verification Date	02 Jun 2022 08:29:05:323
Work permit	0000000	SA identification number Verified	Yes
Appointment date	01 Feb 2022 00:00:00:000	SA identification number verification date	19 May 2022 12:35:11:580
Owner	No		
Created by	csd.reverifibatch@treasury.gov.za		

DIRECTOR/MEMBER 5

Director type	Director	Created date	22 Feb 2022 15:40:54:000
Director status	Active	Edit by	csd.reverifibatch@treasury.gov.za
Name(s)	ZIMBINI	Edit date	22 Feb 2022 15:40:54:000
Surname	HILL	Restricted Supplier	No
Country	South Africa	Restriction Last Verification Date	02 Jun 2022 08:29:05:777
Identification type	South African Identification Number	Government Employee	No
South African identification number	7901090312085	Government Employee Last Verification Date	02 Jun 2022 08:29:05:323
Work permit	0000000	SA identification number Verified	Yes
Appointment date	01 Feb 2022 00:00:00:000	SA identification number verification date	19 May 2022 12:35:11:593
Owner	No	Companies involved in	MAAA0006114, MAAA0110380, MAAA0419719, MAAA0585272, MAAA0878781;
Created by	csd.reverifibatch@treasury.gov.za		

DIRECTOR/MEMBER 6

Director type	Director	Created date	22 Feb 2022 15:40:55:000
Director status	Active	Edit by	csd.reverifibatch@treasury.gov.za
Name(s)	TSHILIDZI	Edit date	22 Feb 2022 15:40:55:000
Surname	RATSHITANGA	Restricted Supplier	No
Country	South Africa	Restriction Last Verification Date	02 Jun 2022 08:29:05:793
Identification type	South African Identification Number	Government Employee	Yes





CSD REGISTRATION REPORT

South African identification number

7510075533084

Work permit

0000000

Appointment date

01 Feb 2022 00:00:00:000

Owner

No

Created by

csd.reverifybatch@treasury.gov.za

Department

State Information Technology Agency

Government Employee Last Verification Date

02 Jun 2022 08:29:05:340

SA identification number Verified

Yes

SA identification number verification date

19 May 2022 12:35:11:610

Companies involved in

MAAA0004912; MAAA0081076;
MAAA0173338; MAAA0999500;

DIRECTOR/MEMBER 7

Director type

Director

Director status

Active

Name(s)

VINCENT MATODZI

Surname

RATSHIMBILANI

Country

South Africa

Identification type

South African Identification Number

South African identification number

7309056184086

Work permit

0000000

Appointment date

01 Feb 2022 00:00:00:000

Owner

No

Created by

csd.reverifybatch@treasury.gov.za

Created date

22 Feb 2022 15:40:57:000

Edit by

csd.reverifybatch@treasury.gov.za

Edit date

22 Feb 2022 15:40:57:000

Restricted Supplier

No

Restriction Last Verification Date

02 Jun 2022 08:29:05:793

Government Employee

No

Government Employee Last Verification Date

02 Jun 2022 08:29:05:340

SA identification number Verified

Yes

SA identification number verification date

19 May 2022 12:35:11:640

Companies involved in

MAAA0014411, MAAA0333974;
MAAA0354850; MAAA0886018;
MAAA0906162,

DIRECTOR/MEMBER 8

Director type

Director

Director status

Active

Name(s)

NOLITHA

Surname

PIETERSEN

Country

South Africa

Identification type

South African Identification Number

Created by

csd.reverifybatch@treasury.gov.za

Created date

22 Feb 2022 15:40:58:000

Edit by

csd.reverifybatch@treasury.gov.za

Edit date

22 Feb 2022 15:40:58:000

Restricted Supplier

No

Restriction Last Verification Date

02 Jun 2022 08:29:05:793





CSD REGISTRATION REPORT

South African identification number

8209120627087

Work permit

0000000

Appointment date

01 Feb 2022 00:00:00:000

Owner

No

Government Employee

No

Government Employee Last Verification Date

02 Jun 2022 08:29:05:340

SA identification number Verified

Yes

SA identification number verification date

19 May 2022 12:35:11:657

Companies involved in

MAAA0075525; MAAA0549387; MAAA0750061;

DIRECTOR/MEMBER 9

Director type

Director

Director status

Active

Name(s)

JEANNETTE MMATSIATE

Surname

MORWANE

Country

South Africa

Identification type

South African Identification Number

South African identification number

7909050372080

Work permit

0000000

Appointment date

01 Feb 2022 00:00:00:000

Owner

No

Created by

csd.reverifibatch@treasury.gov.za

Created date

22 Feb 2022 15:40:59:000

Edit by

csd.reverifibatch@treasury.gov.za

Edit date

22 Feb 2022 15:40:59:000

Restricted Supplier

No

Restriction Last Verification Date

02 Jun 2022 08:29:05:823

Government Employee

Yes

Department

National: Communications and Digital Technologies;

Government Employee Last Verification Date

02 Jun 2022 08:29:05:340

SA identification number Verified

Yes

SA identification number verification date

19 May 2022 12:35:11:673

DIRECTOR/MEMBER 10

Director type

Director

Director status

Active

Name(s)

OLWETHU

Surname

KETSEKILE

Country

South Africa

Identification type

South African Identification Number

Created by

csd.reverifibatch@treasury.gov.za

Created date

22 Feb 2022 15:41:00:000

Edit by

csd.reverifibatch@treasury.gov.za

Edit date

22 Feb 2022 15:41:00:000

Restricted Supplier

No

Restriction Last Verification Date

02 Jun 2022 08:29:05:840





CSD REGISTRATION REPORT

South African identification number	8511150634085	Government Employee	No
Work permit	0000000	Government Employee Last Verification Date	02 Jun 2022 08:29:05:340
Appointment date	01 Feb 2022 00:00:00:000	SA identification number Verified	Yes
Owner	No	SA identification number verification date	19 May 2022 12:35:11:703
DIRECTOR/MEMBER 11			
Director type	Director	Created by	csd.reverifibatch@treasury.gov.za
Director status	Active	Created date	22 Feb 2022 15:41:01:000
Name(s)	WILLIAM	Edit by	csd.reverifibatch@treasury.gov.za
Surname	VUKELA	Edit date	22 Feb 2022 15:41:01:000
Country	South Africa	Restricted Supplier	No
Identification type	South African Identification Number	Restriction Last Verification Date	02 Jun 2022 08:29:05:853
South African identification number	6912225471085	Government Employee	Yes
Work permit	0000000	Department	National:Public Service and Administration;
Appointment date	01 Feb 2022 00:00:00:000	Government Employee Last Verification Date	02 Jun 2022 08:29:05:340
Owner	No	SA identification number Verified	Yes
DIRECTOR/MEMBER 12			
Director type	Director	SA identification number verification date	19 May 2022 12:35:11:720
Director status	Active	Created by	csd.reverifibatch@treasury.gov.za
Name(s)	RENDANI	Created date	22 Feb 2022 15:41:02:000
Surname	RAMABULANA	Edit by	csd.reverifibatch@treasury.gov.za
Country	South Africa	Edit date	22 Feb 2022 15:41:02:000
Identification type	South African Identification Number	Restricted Supplier	No
South African identification number	8409245461087	Restriction Last Verification Date	02 Jun 2022 08:29:05:853
DIRECTOR/MEMBER 13			
Director type	Director	Government Employee	No
Director status	Active	Created by	csd.reverifibatch@treasury.gov.za
Name(s)	RENDANI	Created date	22 Feb 2022 15:41:02:000
Surname	RAMABULANA	Edit by	csd.reverifibatch@treasury.gov.za
Country	South Africa	Edit date	22 Feb 2022 15:41:02:000
Identification type	South African Identification Number	Restricted Supplier	No
South African identification number	8409245461087	Restriction Last Verification Date	02 Jun 2022 08:29:05:853
DIRECTOR/MEMBER 14			
Director type	Director	Government Employee	No
Director status	Active	Created by	csd.reverifibatch@treasury.gov.za
Name(s)	RENDANI	Created date	22 Feb 2022 15:41:02:000
Surname	RAMABULANA	Edit by	csd.reverifibatch@treasury.gov.za
Country	South Africa	Edit date	22 Feb 2022 15:41:02:000
Identification type	South African Identification Number	Restricted Supplier	No
South African identification number	8409245461087	Restriction Last Verification Date	02 Jun 2022 08:29:05:853





CSD REGISTRATION REPORT

Work permit	0000000	Government Employee Last Verification Date	02 Jun 2022 08:29:05:353
Appointment date	01 Feb 2022 00:00:00:000	SA identification number Verified	Yes
Owner	No	SA identification number verification date	19 May 2022 12:35:11:737
		Companies involved in	MAAA0081435; MAAA0081561; MAAA0081726; MAAA0382206; MAAA0719258; MAAA1014583...
DIRECTOR/MEMBER 13			
Director type	Director	Created by	csd.reverifybatch@treasury.gov.za
Director status	Active	Created date	22 Feb 2022 15:41:03:000
Name(s)	LAURA	Edit by	csd.reverifybatch@treasury.gov.za
Surname	MSEME	Edit date	22 Feb 2022 15:41:03:000
Country	South Africa	Restricted Supplier	No
Identification type	South African Identification Number	Restriction Last Verification Date	02 Jun 2022 08:29:05:853
South African identification number	6803100006080	Government Employee	Yes
Work permit	0000000	Department	National: National Treasury
Appointment date	01 Feb 2022 00:00:00:000	Government Employee Last Verification Date	02 Jun 2022 08:29:05:353
Owner	No	SA identification number Verified	Yes
		SA identification number verification date	19 May 2022 12:35:11:767

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





CSD REGISTRATION REPORT

Tips and Frequently Asked Questions (FAQ)

Identifier

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

Bank

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

Tax

Tax Compliance Status

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

Tax Compliance Expiry Date

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

CIPC

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

State Employee

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

BBBEE

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

Print Date:

6/2/2022 8:29:18 AM



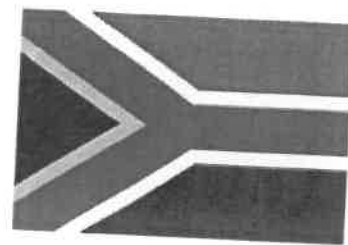
national treasury

Department:
National Treasury
REPUBLIC OF SOUTH AFRICA



the dpsa

Department:
Public Service and Administration
REPUBLIC OF SOUTH AFRICA



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Public servant verification system

This functionality allows you to verify if a person is employed in the Public Service or not. If the person is employed in the Public Service (excluding those in the Department of Defence) it will provide you with the name of the department where the person is employed.

You should contact the specific department directly to obtain more detailed information and for further verification of employment, as the nature and duration of appointments can influence the result.

6912225471085 - National:Public Service and Administration

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Annex K to SLA 1023_001: Managed LAN & Desktop Support

Document No: 1023_K
Version: 4.0
Author: Kenneth Pillay
Effective Date: 1 April 2022
Electronic File: 1023_K ver 4.0

Annex K: Service Category Managed LAN and Desktop Support Services

K1. Service Classification

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

The LAN and Desktop Support Services (LDSS) provide an end-to-end service for LAN and Desktop Infrastructure but specific services as required by the Department can be provided independently of each other.

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

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

K1.1 Scope

This scope of this document is to provide the LAN and Desktop Support Services for The KZN Department of Economic Development and Tourism, which consist of Server and Network Management.

K2. Reference(s)

None

K3. Benefit Statement

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

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

K12. Certification:

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

This Annex shall be effective from 01 April 2022 until 31 March 2025.

Thus done and signed at Pietermaritzburg on this 20 day of December 2021

Signed by: Brightboy Nhlakanipho Nkontwana
Signed at: 2021-12-20 09:21:10 +02:00
Reason: I approve this document



Full names: Brightboy Nhlakanipho Nkontwana

On behalf of the KwaZulu-Natal: Department of Economic Development, Tourism and Environmental
Affairs And duly authorised thereto

Thus done and signed at Durban on this 02 day of December 2021



Full names: Harold Gopal

On behalf of State Information Technology Agency SOC Ltd
And duly authorised thereto

K4. Service Category: Managed LAN & Desktop

K4.1 Service Metric: LAN & Desktop Support Services

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

Managed LAN & Desktop	Support of the Desktop platform. Hardware Repairs to desktops which fall under the hardware contract.	80% of calls will be resolved within resolution times rolled up across all priorities, as per the device classification, as follows: (Not Contracted)	85% of calls will be resolved within resolution times rolled up across all priorities, as per the device classification, as follows: (Not Contracted)	90% of calls will be resolved within resolution times rolled up across all priorities, as per the device classification, as follows: (Contracted)	95% of calls will be resolved within resolution times rolled up across all priorities, as per the device classification, as follows: (Not Contracted)	2. Desktop Support Services	90% of calls will be resolved within resolution times rolled up across all priorities, as per the device classification, as follows: • Critical: 4 Hrs (Normal Business Hours) • High: 6 Hrs (Normal Business Hours) • Medium: 10 Hrs (Normal Business Hours)	Calls. Hardware calls will be sent to the contracted supplier if applicable or back to the department to address.	Incident/Requests on all contracted infrastructure All hardware repairs to desktops are dependent on hardware contracts being in place.
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Managed LAN & Desktop	Support of the Printer platform. Hardware Repairs to printers which fail under the hardware contract.	80% of calls will be resolved within resolution times rolled up across all priorities, as per the device classification, as follows: (Not Contracted)	85% of calls will be resolved within resolution times rolled up across all priorities, as per the device classification, as follows: (Not Contracted)	90% of calls will be resolved within resolution times rolled up across all priorities, as per the device classification, as follows: (Contracted)	95% of calls will be resolved within resolution times rolled up across all priorities, as per the device classification, as follows: (Not Contracted)	3. Printer Support Services	90% of calls will be resolved within resolution times rolled up across all priorities, as per the device classification, as follows: • Critical: 4 Hrs (Normal Business Hours) • High: 6 Hrs (Normal Business Hours) • Medium: 10 Hrs (Normal Business Hours) • Low: 24 Hrs (Normal Business Hours)	• Low: 24 Hrs (Normal Business Hours) - Note: Excluding Calls. - Hardware calls will be sent to the contracted supplier if applicable or back to the department to address.	Incident/Requests on all contracted infrastructure. All hardware repairs to printers are dependent on hardware contracts being in place.
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							Business Hours)	
Managed LAN & Desktop	The service will provide Maintenance and Support for the following: • Anti Virus (AV) Protection system • Patch Management	% of Scope completed as per approved baseline: • 80% Patch Installation • 80% AV installation 80% of calls will be resolved within resolution times rolled up across all priorities, as per the device classification, as follows: (Not Contracted)	% of Scope completed as per approved baseline: • 85% Patch Installation • 85% AV installation 85% of calls will be resolved within resolution times rolled up across all priorities, as per the device classification, as follows: (Not Contracted)	% of Scope completed as per approved baseline: • 90% Patch Installation • 90% AV installation 90% of calls will be resolved within resolution times rolled up across all priorities, as per the device classification, as follows: (Contracted)	% of Scope completed as per approved baseline: • 95% Patch Installation • 95% AV installation 95% of calls will be resolved within resolution times rolled up across all priorities, as per the device classification, as follows: (Not Contracted)	4. LAN & Desktop Security Support Services	% of Scope completed as per approved baseline: • 90% Patch Installation • 90% AV installation 90% of calls will be resolved within resolution times rolled up across all priorities, as per the device classification, as follows: • Critical: 4 Hrs (Normal Business Hours) • High: 6 Hrs (Normal Business Hours) • Medium: 10 Hrs (Normal Business Hours) • Low: 24 Hrs	• The installation of the specific solutions - Dependant on the department having a licensed Antivirus and Patch Management Solution.

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Managed LAN & Desktop	Maintain, Support and Monitor of backup services which includes the following: • Backup schedules • Adhoc restores	• 80% average of successful backups and restores. • 80% of calls will be resolved within resolution times rolled up across all priorities, as per the device classification, as follows: (Not Contracted)	• 85% average of successful backups and restores 85% of calls will be resolved within resolution times rolled up across all priorities, as per the device classification, as follows: (Not Contracted)	• 90% average of successful backups and restores 90% of calls will be resolved within resolution times rolled up across all priorities, as per the device classification, as follows: (Contracted)	• 95% average of successful backups and restores 95% of calls will be resolved within resolution times rolled up across all priorities, as per the device classification, as follows: (Not Contracted)	6. Backup Services	• 90% average of successful backups and restores. • 90% of calls will be resolved within resolution times rolled up across all priorities, as per the device classification, as follows: • Critical: 4 Hrs (Normal Business Hours) • High: 6 Hrs (Normal Business Hours) • Medium: 10 Hrs (Normal Business Hours) • Low: 24 Hrs (Normal Business Hours)	Success of contracted backups and restores. Dependant on adequate client hardware, licensed software and throughput speeds.
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Managed LAN & Desktop	Configuration and support of switch infrastructure which includes the following: • Switches • Hubs • Acceleration devices	80% of calls will be resolved within resolution times rolled up across all priorities, as per the device classification, as follows: (Not Contracted)	85% of calls will be resolved within resolution times rolled up across all priorities, as per the device classification, as follows: (Not Contracted)	90% of calls will be resolved within resolution times rolled up across all priorities, as per the device classification, as follows: (Contracted)	95% of calls will be resolved within resolution times rolled up across all priorities, as per the device classification, as follows: (Not Contracted)	7. Switch Support Services	90% of calls will be resolved within resolution times rolled up across all priorities, as per the device classification, as follows: • Critical: 4 Hrs (Normal Business Hours) • High: 6 Hrs (Normal Business Hours) • Medium: 10 Hrs (Normal Business Hours) • Low: 24 Hrs (Normal Business Hours)	Incident/Requests on all contracted infrastructure All hardware repairs to switches are dependent on hardware contracts being in place.
Managed LAN & Desktop	Install, configure, implement and support of approved LAN infrastructure.	80% of calls to be resolved within the resolution times rolled up across all priorities as follows: Target date as negotiated (Not Contracted)	85% of calls to be resolved within the resolution times rolled up across all priorities as follows: Target date as negotiated (Not Contracted)	90% of calls to be resolved within the resolution times rolled up across all priorities as follows: Target date as negotiated (Not Contracted)	95% of calls to be resolved within the resolution times rolled up across all priorities as follows: Target date as negotiated (Not Contracted)	8. Implementation Services	90% of calls to be resolved within the resolution times rolled up across all priorities as follows: Target date as negotiated	Relevant deliverables as per approved proposals. These will be handled as separate projects.

DLH TV BV

Managed LAN & Desktop	On-site installation, configuration, maintenance and support of corporate approved applications on approved mobile devices.	80% of calls will be resolved within resolution times rolled up across all priorities, as per the device classification, as follows: (Not Contracted)	85% of calls will be resolved within resolution times rolled up across all priorities, as per the device classification, as follows: (Not Contracted)	90% of calls will be resolved within resolution times rolled up across all priorities, as per the device classification, as follows: (Not Contracted)	95% of calls will be resolved within resolution times rolled up across all priorities, as per the device classification, as follows: (Not Contracted)	9. Mobile support services	90% of calls will be resolved within resolution times rolled up across all priorities, as per the device classification, as follows: • Critical: 4 Hrs (Normal Business Hours) • High: 6 Hrs (Normal Business Hours) • Medium: 10 Hrs (Normal Business Hours) • Low: 24 Hrs (Normal Business Hours)	Incident/Requests on all contracted infrastructure
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Managed LAN & Desktop	Hardware maintenance (Break-Fix) for the LAN & Desktop Infrastructure. This service encompasses repairing of hardware devices that are contracted within the service.	80% of calls will be resolved within resolution times rolled up across all priorities, as per the device classification, as follows: (Not Contracted)	85% of calls will be resolved within resolution times rolled up across all priorities, as per the device classification, as follows: (Not Contracted)	90% of calls will be resolved within resolution times rolled up across all priorities, as per the device classification, as follows: (Not Contracted)	95% of calls will be resolved within resolution times rolled up across all priorities, as per the device classification, as follows: (Not Contracted)	10. Hardware Support	90% of calls will be resolved within resolution times rolled up across all priorities, as per the device classification, as follows: • Critical: 8 Hrs (Normal Business Hours) • High: 12 Hrs (Normal Business Hours) • Medium: 16 Hrs (Normal Business Hours) • Low: 24 Hrs (Normal Business Hours)	• Incident resolution time under Full Service Agreement (FSA) • Time to provide quotations under T&M. Dependant on hardware contract being in place and only Contracted once 3 rd Party Contract is in place.
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Payment Authorisation

Payment Details

Payment Number	Entity Name	Amount	Transaction Status
2441767 SITA		40,788.67	ACTIVE
2441762 SITA		1,415,305.01	ACTIVE
2441507 SITA		874,010.59	ACTIVE
2441495 SITA		137,718.37	ACTIVE
2441096 SITA		173,527.08	ACTIVE

Invoice To Do List

Delivery Date	Item Line No	Source Doc Code	Amount	Quantity	Payment Date
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Payment Details

Payment No:

Amount:

Payment Date:

Details

Method

Authorise

Reject

Invoice Total:

GRV Total:

RV/CN Total:

Total Order Amt:

Payment Total:

Order Final Details

Order Final

Reference No:

Final Date:

Done Cancel Help

Managed LAN & Desktop	Cabling maintenance (Break-fix) for the LAN cabling Infrastructure.	80% of calls will be resolved within resolution times rolled up across all priorities, as per the device classification, as follows:	85% of calls will be resolved within resolution times rolled up across all priorities, as per the device classification, as follows:	90% of calls will be resolved within resolution times rolled up across all priorities, as per the device classification, as follows:	95% of calls will be resolved within resolution times rolled up across all priorities, as per the device classification, as follows:	11. Cabling Maintenance	90% of calls will be resolved within resolution times rolled up across all priorities, as per the device classification, as follows:	• Incident resolution • Time to provide quotations under T&M. Dependant on cabling contract being in place and only Contracted once 3rd Party Contract is in place.
		(Not Contracted)	(Not Contracted)	(Not Contracted)	(Not Contracted)		• Critical: 8 Hrs (Normal Business Hours) • High: 12 Hrs (Normal Business Hours) • Medium: 16 Hrs (Normal Business Hours) • Low: 24 Hrs (Normal Business Hours)	

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Managed LAN & Desktop	Central Management, Maintenance, Support and Monitoring of the Unified Messaging Services as follows: Email Messaging.		• Minimum monthly average of 90% availability of the Unified Messaging Infrastructure. 90% of calls will be resolved within resolution times rolled up across all priorities, as per the device classification, as follows:	• Minimum monthly average of 95% availability of the Unified Messaging Infrastructure. 95% of calls will be resolved within resolution times rolled up across all priorities, as per the device classification, as follows:	12. Unified Messaging Management Services	• Minimum monthly average of 90% availability of the Unified Messaging Infrastructure. 90% of calls will be resolved within resolution times rolled up across all priorities, as per the device classification, as follows:	The uptime and availability of Unified Messaging Service. Only Microsoft Exchange and Microsoft Teams will be supported as Unified Messaging platforms.
			(Contracted)	(Not Contracted)		• Critical: 4 Hrs (Normal Business Hours) • High: 6 Hrs (Normal Business Hours) • Medium: 10 Hrs (Normal Business Hours) • Low: 24 Hrs (Normal Business Hours)	

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Managed LAN & Desktop	Lifecycle Management for all contracted infrastructure and includes the following: • onsite support and monitoring • monitoring of contracted baseline • defining analysing and reporting on trends • benchmarking against best practices and of clients retirement age.				• Monthly and Quarterly reports on all contracted infrastructure. (Not Contracted)	• Monthly and Quarterly reports on all contracted infrastructure. (Not Contracted)	13. Lifecycle Management	• Monthly and Quarterly reports on all contracted infrastructure.	Reporting
Managed LAN & Desktop	This service will provide the following services for the contracted operational infrastructure: • Building, Maintaining • Updating and Implementing of a LAB environment to simulate the Clients operational Infrastructure to perform testing of patches or platform changes to ensure little or no impact to the production environment				80% of calls to be resolved within the resolution times rolled up across all priorities as follows: Target date as negotiated (Not Contracted)	90% of calls to be resolved within the resolution times rolled up across all priorities as follows: Target date as negotiated (Not Contracted)	14. LAB Services	90% of calls to be resolved within the resolution times rolled up across all priorities as follows: Target date as negotiated	Relevant deliverables as per contracted Baseline

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BW

Managed LAN & Desktop	This service will provide the following to new and existing LAN Infrastructure: . Develop and or asses LAN network architecture . infrastructure design and implementation			90% of calls to be resolved within the resolution times rolled up across all priorities as follows: Target date as negotiated	95% of calls to be resolved within the resolution times rolled up across all priorities as follows: Target date as negotiated	15. LAN Design Services	90% of calls to be resolved within the resolution times rolled up across all priorities as follows: Target date as negotiated	Relevant deliverables as per approved proposals. This can be handled as separate projects.
Managed LAN & Desktop	Management, Maintenance, Support and Monitoring of application's performance for improved end-user experience			(Not Contracted) • Variance less than or equal to average performance	(Not Contracted) • Variance less than or equal to average performance	16. Application performance Management Services.	• Variance less than or equal to average performance	The end-user response time of desktop related services.
Service Management	The handling of defined inbound communication channels during agreed times and within agreed service and quality levels.	• 80 % of calls answered in (20) seconds over a period of one calendar month. • atisfaction Levels, i.e. (Inbound calls)	• 80 % of calls answered in (20) seconds over a period of one calendar month. • Satisfaction Levels, i.e. (Inbound calls)	• 80 % of calls answered in (20) seconds over a period of one calendar month. • Satisfaction Levels, i.e. (Inbound calls)	• 80 % of calls answered in (20) seconds over a period of one calendar month. • Satisfaction Levels, i.e. (Inbound calls)	17. Service Desk : Inbound Channel Handling	• 80 % of calls answered in (20) seconds over a period of one calendar month. • 80% Satisfaction Levels, i.e. (Inbound calls)	Responsiveness of Service Desk

DLH

TV

BW

K4.2 Services Detail

Service Category	Service Sub Category	Service Component	Service Component Description	Service Measures	Definition of service measures	Service Level Metrics	Dependencies
Managed LAN & Desktop	Managed LAN & Desktop	1. Non-Categorized Incident Resolution	Resolution of incidents / requests on all contracted LAN infrastructure within expected timeframes.	Incident / Request on all contracted LAN infrastructure	MTTR (Maximum time taken to resolve) calls logged for support per calendar month.	90% of calls will be resolved within resolution times rolled up across all priorities, as per the device classification, as follows: • Critical: 4 Hrs (Normal Business Hours) • High: 6 Hrs (Normal Business Hours) • Medium: 10 Hrs (Normal Business Hours) • Low: 24 Hrs (Normal Business Hours)	• Approval from Customer • User and Device availability • Dependent on 3rd party connectivity WAN, TELKOM etc. • Dependent on 3rd party contracting • Relevant Technology to be available from the client • Availability of required infrastructure to provide the service. • Relevant Policies, standards and processes from client
Managed LAN & Desktop	Managed LAN & Desktop	2. Desktop Support Services	On-site Maintenance, Support and Monitoring of Desktop platform.	Incident/Requests on all contracted infrastructure	MTTR (Maximum time taken to resolve) calls logged for support per calendar month.	90% of calls will be resolved within resolution times rolled up across all priorities, as per the device classification, as follows: • Critical: 4 Hrs (Normal Business Hours) • High: 6 Hrs (Normal Business Hours) • Medium: 10 Hrs (Normal Business Hours) • Low: 24 Hrs (Normal Business Hours)	• Approval from Customer • User and Device availability • Dependent on 3rd party connectivity WAN, TELKOM etc. • Dependent on 3rd party contracting • Relevant Technology to be available from the client • Availability of required infrastructure to provide the service. • Relevant Policies, standards and processes from client

Service Management	Provision of Incident/ Request Management reports on the performance of all support environments/services. Implementation of the Incident/ Request Management escalation procedure aligned to the Incident/Request Management Process supporting effective monitoring of escalations as defined by the escalation procedure with the Client. (Server and Network Only)	90% Availability of Service Management Reporting Platform 90% automated escalations as per agreed escalation procedure. (Not Contracted)	90% Availability of Service Management Reporting Platform 90% automated escalations as per agreed escalation procedure. (Contracted)	90% Availability of Service Management Reporting Platform 90% automated escalations as per agreed escalation procedure. (Not Contracted)	18. Incident and Request Management : Monitoring, Reporting and escalation on performance against all Incidents and Request	90% Availability of Service Management Reporting Platform 90% automated escalations as per agreed escalation procedure.	Availability of Incident/ Request Management Performance Reports
Service Management	Provision of 1st call resolution and / or second line support via SITA remote technology as well as resolution and routing of incidents or requests in the Service Management System to Support teams.	Maximum of 45 minutes per Incident / Request (Not Contracted)	Maximum of 45 minutes per Incident / Request (Not Contracted)	Maximum of 45 minutes per Incident / Request (Not Contracted)	19. Remote Support (SITA technology)	Maximum of 45 minutes per Incident / Request	Remote Support Levels
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Managed LAN & Desktop	Managed LAN & Desktop	3. Printer Support Services	On-site Maintenance, Support and Monitoring of the Printer platform.	Incident/Requests on all contracted infrastructure	MTTR (Maximum time taken to resolve) calls logged for support per calendar month.	90% of calls will be resolved within resolution times rolled up across all priorities, as per the device classification, as follows:	• Approval from Customer • User and Device availability • Dependent on 3rd party connectivity WAN, TELKOM etc. • Dependent on 3rd party contracting • Relevant Technology to be available from the client • Availability of required infrastructure to provide the service. • Relevant Policies, standards and processes from client
Managed LAN & Desktop	Managed LAN & Desktop	4. LAN & Desktop Security Support Services	The service will provide onsite Maintenance and Support for the following: • Anti Virus (AV) Protection system • Patch Management	The installation of the specific solutions	The installation of the solutions will be monitored and reported on as an averaged percentage per calendar month.	% of Scope completed as per approved baseline: • 90% Patch Installation • 90% SP Installation • 90% DAT Installation • 90% desktop firewall Installation • 90% AV installation 90% of calls will be resolved within resolution times rolled up across all priorities, as per the device classification, as follows:	• Approval from Customer • User and Device availability • Dependent on 3rd party connectivity WAN, TELKOM etc. • Dependent on 3rd party contracting • Relevant Technology to be available from the client • Availability of required infrastructure to provide the service. • Relevant Policies, standards and processes from client

						• Low: 24 Hrs (Normal Business Hours)	• Approval from Customer • User and Device availability • Dependent on 3rd party connectivity WAN, TELKOM etc. • Dependent on 3rd party contracting • Relevant Technology to be available from the client
Managed LAN & Desktop	Managed LAN & Desktop	5. Server Support Services	Onsite, Maintenance, Support and Monitoring of the Server Infrastructure and includes the following: • OS • NOS • Storage, File & Print Sharing	Availability of server infrastructure Resolution of incidents within server infrastructure	The availability of the Server Infrastructure will be monitored and reported. Reporting will be average percentage availability on servers per calendar month.	• Minimum of 90% average availability of Servers. 90% of calls will be resolved within resolution times rolled up across all priorities, as per the device classification, as follows: • Critical: 4 Hrs (Normal Business Hours) • High: 6 Hrs (Normal Business Hours) • Medium: 10 Hrs (Normal Business Hours) • Low: 24 Hrs (Normal Business Hours)	• Availability of required infrastructure to provide the service. • Relevant Policies, standards and processes from client
Managed LAN & Desktop	Managed LAN & Desktop	6. Backup Services	Maintain, Support and Monitor of backup services which includes the following: • Backup schedules • Tape management where needed • Adhoc restores	Success of contracted backups and restores.	The percentage of successful backups and restores will be monitored and reported per calendar month.	• 90% average of successful backups and restores 90% of calls will be resolved within resolution times rolled up across all priorities, as per the device classification, as follows: • Critical: 4 Hrs (Normal Business Hours) • High: 6 Hrs (Normal Business Hours) • Medium: 10 Hrs (Normal Business Hours) • Low: 24 Hrs (Normal Business Hours)	• Approval from Customer • User and Device availability • Dependent on 3rd party connectivity WAN, TELKOM etc. • Dependent on 3rd party contracting • Relevant Technology to be available from the client • Availability of required infrastructure to provide the service. • Relevant Policies, standards and processes from client

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Managed LAN & Desktop	Managed LAN & Desktop	7. Switch Support Services	On-site installation, configuration, maintenance, support and monitoring of switch infrastructure which includes the following: • Switches • Hubs • Acceleration devices	Incident/Requests on all contracted infrastructure	MTTR (Maximum time taken to resolve) calls logged for support per calendar month.	90% of calls will be resolved within resolution times rolled up across all priorities, as per the device classification, as follows: • Critical: 4 Hrs (Normal Business Hours) • High: 6 Hrs (Normal Business Hours) • Medium: 10 Hrs (Normal Business Hours) • Low: 24 Hrs (Normal Business Hours)	• Approval from Customer • User and Device availability • Dependent on 3rd party connectivity WAN, TELKOM etc. • Dependent on 3rd party contracting • Relevant Technology to be available from the client • Availability of required infrastructure to provide the service. • Relevant Policies, standards and processes from client
Managed LAN & Desktop	Managed LAN & Desktop	8. Implementation Services	Install, configure, implement and support of approved LAN infrastructure.	Relevant deliverables as per approved proposals.	Progress reports as per approved project plan	90% of calls to be resolved within the resolution times rolled up across all priorities as follows: Target date as negotiated	• Approval from Customer • User and Device availability • Dependent on 3rd party connectivity WAN, TELKOM etc. • Dependent on 3rd party contracting • Relevant Technology to be available from the client • Availability of required infrastructure to provide the service. • Relevant Policies, standards and processes from client

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Managed LAN & Desktop	Managed LAN & Desktop	9. Mobile support services	On-site installation, configuration, maintenance and support of corporate approved applications on approved mobile devices.	Incident/Requests on all contracted infrastructure	MTTR (Maximum time taken to resolve) calls logged for support per calendar month.	90% of calls will be resolved within resolution times rolled up across all priorities, as per the device classification, as follows: • Critical: 4 Hrs (Normal Business Hours) • High: 6 Hrs (Normal Business Hours) • Medium: 10 Hrs (Normal Business Hours) • Low: 24 Hrs (Normal Business Hours)	• Approval from Customer • User and Device availability • Dependent on 3rd party connectivity WAN, TELKOM etc. • Dependent on 3rd party contracting • Relevant Technology to be available from the client • Availability of required infrastructure to provide the service. • Relevant Policies, standards and processes from client
Managed LAN & Desktop	Managed LAN & Desktop	10. Hardware Support	Hardware maintenance (Break-Fix) for the LAN & Desktop Infrastructure. This service encompasses repairing, and or swapping of faulty hardware devices that are contracted within the service.	• Incident resolution time under Full Service Agreement (FSA) • Time to provide quotations under T&M.	(This is not a separate measurement but is included in the Incident resolution) MTTR (Maximum time taken to resolve) calls logged for support per calendar month.	90% of calls will be resolved within resolution times rolled up across all priorities, as per the device classification, as follows: • Critical: 8 Hrs (Normal Business Hours) • High: 12 Hrs (Normal Business Hours) • Medium: 16 Hrs (Normal Business Hours) • Low: 24 Hrs (Normal Business Hours)	• Approval from Customer • User and Device availability • Dependent on 3rd party connectivity WAN, TELKOM etc. • Dependent on 3rd party contracting • Relevant Technology to be available from the client • Availability of required infrastructure to provide the service. • Relevant Policies, standards and processes from client

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Managed LAN & Desktop	Managed LAN & Desktop	1.1.Cabling Maintenance	Cabling maintenance (Break-Fix) for the LAN cabling Infrastructure.	- Incident resolution - Time to provide quotations under T&M.	(This is not a separate measurement but is included in the Incident resolution) MTTR (Maximum time taken to resolve) calls logged for support per calendar month.	90% of calls will be resolved within resolution times rolled up across all priorities, as per the device classification, as follows: - Critical: 8 Hrs (Normal Business Hours) - High: 12 Hrs (Normal Business Hours) - Medium: 16 Hrs (Normal Business Hours) - Low: 24 Hrs (Normal Business Hours)	- Approval from Customer - User and Device availability - Dependent on 3rd party connectivity WAN, TELKOM etc. - Dependent on 3rd party contracting - Relevant Technology to be available from the client - Availability of required infrastructure to provide the service. - Relevant Policies, standards and processes from client
Managed LAN & Desktop	Managed LAN & Desktop	1.2.Unified Messaging Management Services	Central Management, Maintenance, Support and Monitoring of the Unified Messaging Services as follows: Email Messaging and Video Conferencing.	The uptime and availability of Unified Messaging Service.	The uptime and availability of the Unified Messaging Infrastructure will be monitored and reported on. Reporting will be average percentage uptime on services per calendar month. (Normal Business Hours)	- Minimum monthly average of 90% availability of the Unified Messaging Infrastructure. 90% of calls will be resolved within resolution times rolled up across all priorities, as per the device classification, as follows: - Critical: 4 Hrs (Normal Business Hours) - High: 6 Hrs (Normal Business Hours) - Medium: 10 Hrs (Normal Business Hours) - Low: 24 Hrs (Normal Business Hours)	- Approval from Customer - User and Device availability - Dependent on 3rd party connectivity WAN, TELKOM etc. - Dependent on 3rd party contracting - Relevant Technology to be available from the client - Availability of required infrastructure to provide the service. - Relevant Policies, standards and processes from client

Managed LAN & Desktop	Managed LAN & Desktop	1.3.Lifecycle Management	Lifecycle Management for all contracted infrastructure and includes the following: • onsite support and monitoring • monitoring of contracted baseline • defining analysing and reporting on trends • benchmarking against best practices and of clients retirement age.	Reporting	This service will track the life cycle of the infrastructure and will report on the following: • End of life (EoL) • End of Support (EoS) • Beyond Commercially Economical to repair (BCER) • Obsolete - not repairable anymore. This info will be made available to assist on replacement strategies.	• Monthly and Quarterly reports on all contracted infrastructure.	• Approval from Customer • User and Device availability • Dependent on 3rd party connectivity WAN, TELKOM etc. • Dependent on 3rd party contracting • Relevant Technology to be available from the client • Availability of required infrastructure to provide the service. • Relevant Policies, standards and processes from Client
Managed LAN & Desktop	Managed LAN & Desktop	1.4.LAB Services	This service will provide the following services for the contracted operational infrastructure: • Building, Maintaining • Updating and Implementing of a LAB environment to simulate the Clients operational Infrastructure to perform testing of patches or platform changes to ensure little or no impact to the production environment	Relevant deliverables as per contracted baseline	The compilation and updating of all operational procedures, Test plans, Implementation plans, proposal documents, etc for the operational environments. Outputs will be monitored and reported monthly with quarterly requirement sessions with the client.	90% of calls to be resolved within the resolution times rolled up across all priorities as follows: Target date as negotiated	• Approval from Customer • User and Device availability • Dependent on 3rd party connectivity WAN, TELKOM etc. • Dependent on 3rd party contracting • Relevant Technology to be available from the client • Availability of required infrastructure to provide the service. • Relevant Policies, standards and processes from client

Managed LAN & Desktop	Managed LAN & Desktop	15. LAN Design Services	This service will provide the following to new and existing LAN Infrastructure: • Develop and or asses LAN network architecture • Infrastructure design and implementation • onsite support	Relevant deliverables as per approved proposals.	Progress reports as per approved project plan	90% of calls to be resolved within the resolution times rolled up across all priorities as follows: Target date as negotiated	• Approval from Customer • User and Device availability • Dependent on 3rd party connectivity WAN, TELKOM etc. • Dependent on 3rd party contracting • Relevant Technology to be available from the client • Availability of required infrastructure to provide the service. • Relevant Policies, standards and processes from client
Managed LAN & Desktop	Managed LAN & Desktop	16. Application performance Management Services.	Management, Maintenance, Support and Monitoring of application's performance for improved end-user experience	The end-user response time of desktop related services.	To measure the response time of the contracted application managed by the technology.	• Variance less than or equal to average performance	• Approval from Customer • User and Device availability • Dependent on 3rd party connectivity WAN, TELKOM etc. • Dependent on 3rd party contracting • Relevant Technology to be available from the client • Availability of required infrastructure to provide the service. • Relevant Policies, standards and processes from client

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Service Management	Service Management	17. Service Desk : Inbound Channel Handling	The handling of defined inbound communication channels during agreed times and within agreed service and quality levels.	Responsiveness of Service Desk	• Number of calls answered that have breached 20 seconds before being answered divided by Total number of calls received for the calendar month (07h30 to 16h30) excluding weekends & public holidays • Number of satisfied surveys (top 2 box scores) divided by total survey responses.	• 80% of calls answered in (20) seconds over a period of one calendar month. • 80% Satisfaction Levels, i.e. (Inbound calls)	• Volumes of calls as per proposal not exceeding 160 per month also taking into account demand patterns not exceeding 30% of contracted volumes of calls in a week. • Level of users participates in the survey to obtain a reasonable sample impact by Client intervention should be greater than 50% of calls for the month.
Service Management	Service Management	18. Incident and Request Management : Monitoring, Reporting and escalation on performance against all Incidents and Request	Provision of Incident/ Request Management reports on the performance of all support environments/services. Implementation of the Incident/ Request Management escalation procedure aligned to the Incident/Request Management Process supporting effective monitoring of escalations as defined by the escalation procedure with the Client.	Availability of Incident/ Request Management Performance Reports	Provision of access to automated reports on: • Maximum Time to Resolve (MTTR) per service category and priority • Maximum Time to Respond (MTTr) per service category and priority • % of automated escalations carried out as	• 90% Availability of Service Management Reporting Platform • 90% automated escalations as per agreed escalation procedure.	• Customer and/or 3rd Parties must have internet access. • Reports will be provided on performance based on information that is within SITA's control. • The Client must provide a Process Owner to maintain management control. • As per agreed scope of the escalation procedure enabled by the Client and/or 3rd Parties. • Client keeping SITA informed of any changes in their support and/or reporting structures • Client keeping SITA

				per agreed escalation procedure.		informed of any changes in foundation data as originally defined in the URS. (e.g. Site information)
Service Management	Service Management	19. Remote Support (SITA technology)	Provision of 1st call resolution and / or second line support via SITA remote technology as well as resolution and routing of incidents or requests in the Service Management System to Support teams.	Remote Support Levels	• Maximum time for Remote Support to resolve the request / incident i.e. (Specify Type). • Maximum of 45 minutes per Incident / Request	• Volumes of software calls as per proposal not exceeding 160 per month also taking into account demand patterns not exceeding 30% of contracted volumes of software calls in a week. • Availability / Uptime / Access provisions of the Client and/or 3rd Party systems used to perform Remote Support. • Information and related integrity provided to Remote Support by the Client and/or 3rd Party to inform the knowledge base • Provisioning of bandwidth for Internet access by the client.

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K5. Excluded from this service are the following:

The following areas are excluded from the Annexure:

- a) All applications; and
- b) Tapes and other consumables (can be quoted on client's request); and
- c) Physical Security
- d) Power and surge protection on WAN/LAN, network room-related sites. It is recommended that power and surge protection be installed on all sites.
- e) Support of any hardware, software or service not specified, or which the client separately contracts. The requirement of such a service can be negotiated with SITA.
- f) Data communication infrastructure (DCI) procurement will be registered as a service requested from the client and funded separately. The client will provide additional funds for this activity. This includes
 - a. new requirements,
 - b. renewals (upgrades and replacements),
 - c. equipment declared beyond commercial economical repair (BCER), as well as obsolete,
 - d. equipment damaged by acts of God and malicious damages,
 - e. being responsible for the budgeting, supply and distribution of all client DCI consumables,
 - f. software licences, and
 - g. Management tools.
- g) Voice communication infrastructure and the relevant voice communication services (IPT) costs do not form part of this document. It could be included separately if negotiated and contracted as agreed to by SITA and the client.
- h) Theft/fire warning systems and fire-fighting equipment (supply and maintenance of these systems and equipment). This is a client responsibility unless specified, funded and contracted to SITA.
- i) DCI equipment not connected to dedicated power (electrical power). Power-related damage to any DCI environment connected to standard power and not dedicated power will be replaced/ repaired at the cost of the client.
- j) The proposal excludes all Hardware and Cabling maintenance contracts and is thus excluded from the costing of the services.
- k) Any requests that fall outside this Service Level Agreement, will be managed as Projects and may be costed separately. This can include installation of new hardware, such as PC's, Switches, Servers, implementation of new technology and condition reports exceeding 5 per month.

K6. Roles and responsibilities

Responsibilities	
SITA	Client
1. Execute command and control over its own personnel, including its contracted personnel, 2. Ensure that SITA personnel have the minimum qualifications and experience to perform their duties, 3. Accept responsibility for the quality of all services performed by SITA employees and subcontractors, 4. Establish, implement and maintain a quality system that pertains to the service, 5. Not remove any client assets/encryption devices from the client sites without prior permission from the client, 6. Ensure that the client users only connect to the client and client -approved sites, 7. Remain accountable for data backup processes and the scheduling of the backups, 8. Install and maintain approved corporate information systems like, for instance, e-mail systems, 9. Provide monthly reports that relate to the measurement of services rendered in accordance with this SLA, 10. Obtain an IT baseline from the ITSM7 database, 11. Ensure that the execution of services rendered by the third-party service providers of SITA meet service level requirements, 12. Ensure that work done in the ICT platform environment is accurately labelled/marked and documented	1. Provide environmental and office infrastructure as agreed to between the parties for each specific site, including power, air-conditioning, lighting, water and other facilities standard to an office environment, 2. Be accountable for the accuracy of the IT baseline on the ITSM7 database, 3. ensure physical security of any ICT infrastructure services supplied by SITA on the clients premises, 4. Ensure that a SITA and/or third-party service provider is afforded access to all facilities, information and systems, as required for the rendering of the service, provided that the necessary security requirements are adhered to, 5. Ensure adequate control mechanisms for assets provided by SITA on the client premises in terms of inventory and security management (losses or physical damage of SITA assets on client property, which are not due to negligence from SITA, will be for the account of the clients, pending a full investigation), 6. Ensure that SITA is afforded the necessary safety, support and assistance on the client premises, by the relevant clients staff and subcontractors, as reasonably required by SITA to render the service, 7. Ensure the execution of services rendered by the third-party service providers of the client in order for SITA to meet service levels, and will not penalise SITA, 8. Be accountable for all approved costs incurred by SITA for all devices not included in the contracted baseline, 9. Obtain authorisation from the client or other relevant authorities for infrastructure installation/alterations on the client sites, 10. Notify SITA or SITA contractors about security-sensitive information on a device prior to the removal of the said device, 11. Ensure that client members do not remove/change any labelling in the ICT cabling infrastructure. 12. Be accountable for all costs incurred by SITA for the client approved repairs to cabling damaged by the client or other parties (excluding SITA and its contractors), and 13. Always involve SITA in and/or relay information to SITA timely about any SLA related issues planned/discussed/required.

K7. Pricing

K7.1 Baseline and Supported Technologies

The baseline technologies that will be supported and maintained include the following:

DESCRIPTION	Estimated QTY
No. Of Workstations? (Desktops, Laptops)	747
No. Of Servers	3 Physical + 33 Virtual
No. Of Switches	tbc
No. Of Printers, Scanners and Copiers (Including Multifunctional)	tbc

The type of support per technology is listed below.

Please Note: *Fully Manage* and *First Line Support* is defined below.

Fully Manage: These technologies will be maintained and supported, which is dependent on licensing and adequate hardware. Any upgrade requiring a desktop visit is excluded. Replacement of any faulty hardware is excluded.

First Line Support: This includes basic checks and testing and ensuring the operating system is fully patched (dependant on application). Liaise with 3rd party service providers and OEMs to resolve any issues. Any upgrade is excluded. Replacement of any faulty hardware is excluded.

Description	Product	Type of Support
Antivirus Software	System Center Endpoint Protection	Fully Manage
Authentication (User and Computer)	MS Active Directory	Fully Manage
Backup Solution	Symantec Backup Exec/Migrating to Data Protector	Fully Manage
Desktop Applications	Office 2016, Office 2019	Fully Manage
Desktop Operating System	MS Windows 10	Fully Manage
Device Management	SCCM	Fully Manage
Disaster Recovery Solution	Platespin	Fully Manage
E-mail Archiving Solution	Mimecast	First Line Support
E-mail Mobile Solution	Outlook Web Access	First Line Support
E-mail Solution	MS Exchange 2016\O365	Fully Manage
E-mail Spam filtering	Mimecast	Fully Manage
File and Print Services	Microsoft	First Line Support
Internet Protocol Address Management	DHCP	Fully Manage
Intrusion Detection Systems	Mimecast	Fully Manage
Mainframe Emulator Software	Winet, FCP, Persal, Hardcat	First Line Support
Monitoring Software (Server/Network)	SCCM, Manage Engine AD Manager	First Line Support
Printers, Scanners and Copiers (Including Multifunctional)	Various, Minolta, Sharp Photocopiers and MFC Devices	Fully Manage
Patch Management	SCCM Updates	First Line Support
Policy Enforcement	Windows Group Policies	Fully Manage
Proxy Management	TMG 2010, Squid	Fully Manage
Security Permissions Management	Windows Active Directory, Azure AD	First Line Support
Server Hardware	DELL EMC	First Line Support
Server Hardware Management	VMWare	First Line Support
Server Operating System	Windows Server 2012, 2016, 2019	First Line Support
		Fully Manage

Server Storage	EMC Onboard	First Line Support
Software Deployment	MS SCCM	Fully Manage
Switch Hardware	3COM, CISCO, HP	First Line Support
Switch Management Software	OEM to brands above	First Line Support
Transversal Systems	BAS, PERSAL, HARDCAT	First Line Support
Video Calling and Screen Sharing	MS Teams	Fully Manage
Virtualisation Management	VMWare 6	Fully Manage
Virtualisation Software	VMWare ESX	Fully Manage
Web Conferencing	MS Teams	Fully Manage

K7.2 Pricing

The following Table identifies the cost for the required support from LAN and Desktop services. All costing hereunder which is dependent of 3rd party engagement can only be confirmed once the procurement process concludes and contracted service costs are confirmed. This SLA costing will then be revised accordingly. Annual escalation at 5.5% will be applied. This pricing will also change if there is a change in the baseline.

Service Description	QTY (Hours)	Unit Cost	Total
Core Resources:			
Server Support	180	R 522.02	R 93 963.60
Network Support	80	R 517.28	R 41 382.40
LAN and Desktop Support (Head Office & PMB Surrounding)	320	R 413.96	R 132 467.20
LAN and Desktop Support (Ministry & PMB Surrounding)	160	R 413.96	R 66 233.60
LAN and Desktop Support (DBN Surrounding & Marine)	160	R 413.96	R 66 233.60
Shared Regional LAN and Desktop Support	320	R 236.93	R 75 817.60
Desktop Standby Support	1	R 9 600.00	R 9 600.00
Server Standby Support	1	R 9 600.00	R 9 600.00
Consultant Support: LAN and Desktop	40	R 535.53	R 21 421.20
Overtime (Any Support Required Afterhours)	10	R 783.03	R 7 830.30
Total Resource Cost			R 524 549.50
Service Centre:			
SITA Helpdesk Support (Mission Critical, Operational Hardware and Software call Management)	160	R 76	R 12 160.00
Management:			
SLA Management (Contracts, Reports, Travel, Meetings, Requests, Technical and Management queries, etc)	10	R 822.53	R 8 225.30
S&T:			
Travel	Kilometres	R 3.98	R 5 000.00
Total Monthly Cost (Excl. VAT):			R 549 934.80
Total Monthly Cost (Incl. VAT):			R 632 425.02
Total Annual Cost (Excl. VAT):			R 6 599 217.60
Total Annual Cost (Incl. VAT):			R 7 589 100.24

Note1: Some of the above resources may be outsourced. An addendum to the SLA will be sent after the finalisation of the RFQ process to confirm pricing. Resources not in place will not be billed for.

Note2: The exact amount for travel will be billed once travel has been consolidated for the month. The above figure is an estimate and used for budgetary purposes.

Costs per Year for the Duration of the SLA	Year 1	Year 2	Year 3
	2022 - 2023	2023 - 2024	2024 - 2025
Total Monthly Cost (Excl. VAT):	R 549 934.80	R 580 181.21	R 612 091.18
Total Monthly Cost (Incl. VAT):	R 632 425.02	R 667 208.40	R 703 904.86
Total Annual Cost (Excl. VAT):	R 6 599 217.60	R 6 962 174.57	R 7 345 094.17
Total Annual Cost (Incl. VAT):	R 7 589 100.24	R 8 006 500.75	R 8 446 858.29

K8. Penalties

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

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 shall compensate the Client by raising a credit note with an amount calculated as set out below. Credit notes will not be processed for such penalties in the event of the Client's Account being in the arrears.

K9. Dependencies and constraints

K9.1 Dependencies:

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

25. Handover documentation to be supplied by the client i.e. (Applications, Software licence register, Passwords and working procedures).
26. Maintenance contracts or warranty agreements are in place.
27. Full functional data centre with the relevant environmental systems in place.
28. Ineffective and inefficient application systems design may compromise response time service levels to be achieved.
29. 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.

K9.2 Constraints:

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

K10. Assumptions

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

K11. Additional Services LAN & Desktop Services on quotation or project basis

Major enhancements like version change and/or new projects.

Insert the REF/ARS/ITSM no.
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