

CONTRACT DATA

**A contract between
SENTECH, Sender Technology Park, Radiokop, Octave Road, Honeydew
and**

APPOINTMENT OF A SERVICE PROVIDER FOR THE SUPPLY, IMPLEMENTATION, INTEGRATION, TRAINING AND SUPPORT OF AN OPERATIONAL SUPPORT SYSTEM (OSS) AND INFORMATION TECHNOLOGY SERVICE MANAGEMENT SYSTEM (ITSM) TO MANAGE AND SUPPORT BROADBAND NETWORKS AND ICT SERVICES FOR FIVE YEARS.

Bid Number: SENT/002/2026-27

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PART C1: AGREEMENTS AND CONTRACT DATA –

Form of Offer and Acceptance Offer

Offer

Sentech SOC Limited (“Sentech”), a state-owned company duly incorporated in accordance with the laws of the Republic of South Africa and listed as a Schedule 2 public entity under the Public Finance Management Act, has solicited bids to enter into a contract for:

The supply, implementation, integration, training and support of an Operational Support System (Oss) And Information Technology Service Management System (ITSM) to manage and support broadband networks and ICT services for five years.

The Bidder irrevocably warrants that:

1. It has examined all Bid documents, including:
 - Tender Data
 - Scope of Work
 - Pricing Data
 - General Conditions of Contract (GCC)
 - Special Conditions of Contract (SCC)
 - All Addenda
2. It complies with:
 - PFMA
 - PPPFA and Regulations (2022)
 - Treasury Regulations
 - Applicable CIDB requirements (where works apply)
 - All applicable legislation
3. It is not listed on:
 - The National Treasury Database of Restricted Suppliers
 - The Register for Tender Defaulters
4. It is tax compliant in terms of the Income Tax Act and VAT Act.

5. The Bidder, identified in the offer signature block, has examined the documents listed in the Tender Data and addenda thereto as listed in the Bid schedules, and by submitting this offer has accepted the conditions of the Bid.
6. By the representative of the Bidder, deemed to be duly authorized, signing this part of this form of offer and acceptance, the Bidder offers to perform all of the obligations and liabilities of the Bidder under the Contract including compliance with all its' terms and conditions according to their true intent and meaning for an amount to be determined in accordance with the conditions of contract identified in the Contract Data.
7. The Bidder hereby offers to perform the **Works/Services/Goods** for the full contract duration, for:
[Five (5) years].
Amount in Words: _____
Amount in Figures: _____
(Inclusive of VAT and all costs)
8. In the event of any discrepancy, the amount in words shall prevail. The Prices quoted above are the total Bid offer inclusive of all applicable costs, escalation and taxes for the Contract duration. The price must be carried over from the price breakdown / schedule of rates provided in the Bid document.
9. This offer remains valid for the period stated in the Contract Data. This offer may be accepted by Sentech by signing the acceptance part of this form of offer and acceptance and returning one copy of this document to the Bidder before the end of the period of validity stated in the Tender Data, whereupon the Bidder becomes the party named as the Bidder in the conditions of contract identified in the Contract Data.

Bidder's Signature(s) _____

Signed by the Bidder at _____ on this the _____ day of _____ 20_____

Full Name(s) _____

Identity Number _____

Capacity _____

Address (Domicilium)

Acceptance

10. By executing signature below, Sentech hereby accepts the Offer subject to:
- Compliance verification
 - Budget availability (PFMA section 38)
 - No material misrepresentation
11. Upon signature, a binding contract comes into existence.
12. No SLA or ancillary agreement shall override this Contract unless expressly reduced to writing and signed by both Parties.
13. The terms of the contract, are contained in:
- Part C1 Agreements and contract data, (which includes this agreement)
 - Part C2 Pricing data
 - Part C3 Scope of work,
- and drawings and documents or parts thereof, which may be incorporated by reference into Parts C1 to C3 above.
14. Deviations from and amendments to the documents listed in the Tender Data and any addenda thereto as listed in the Bid schedules as well as any changes to the terms of the offer agreed by the Bidder and the employer during this process of offer and acceptance, are contained in the schedule of deviations attached to and forming part of this agreement. No amendments to or deviations from the said documents are valid unless contained in this schedule of deviations.
15. Failure to fulfil any of these obligations in accordance with those terms shall constitute a repudiation of this agreement.
16. Upon acceptance by Sentech of the Bidder's offer, a contract will come into existence between the parties.

Sentech's Signature(s) _____

Dated and signed by Sentech at _____ **on this the** _____ **day of** _____ **20**_____

Name(s) _____

Designation _____

SENTECH SOC LIMITED

Sender Technology Park

Octave Road

Radiokop

Honeydew

Johannesburg

SCHEDULE OF DEVIATIONS

- 1 The extent of deviations from the Bid documents issued by the Sentech before the Bid closing date is limited to those permitted in terms of the conditions of Bid.
- 2 A Bidder's covering letter shall not be included in the final contract document. Should any matter in such letter, which constitutes a deviation as aforesaid, become the subject of agreements reached during the process of offer and acceptance, the outcome of such agreement shall be recorded here.
- 3 Any other matter arises from the process of offer and acceptance either as a confirmation, clarification or change to the Bid documents and which it is agreed by the Parties becomes an obligation of the contract shall also be recorded here.

Any change or addition to the Bid documents arising from the above agreements and recorded here shall also be incorporated into the Contract.

- 4 Only deviations recorded in writing and signed by both Parties shall be valid.
- 5 No oral representation shall be binding.

1. **Subject** _____
Details _____

2. **Subject** _____
Details _____

3. **Subject** _____
Details _____

4. **Subject** _____
Details _____

7. Upon signature of this schedule of deviations by the duly authorised representatives, Sentech and the Bidder agree to and accept the foregoing schedule of deviations as the only deviations from and amendments to the documents listed in the Tender Data and addenda thereto as listed in the Bid schedules, as well as any confirmation, clarification or changes to the terms of the offer agreed by the Bidder and Sentech during this process of offer and acceptance.

8. It is expressly agreed that no other matter whether in writing, oral communication or implied during the period between the issue of the Bid documents and the receipt by the Bidder of a completed signed copy of this Agreement shall have any meaning or effect in the contract between the parties arising from this Agreement.

PART 1: CONTRACT DATA – Provided by Sentech

1 The Principal / Purchaser

SENTECH SOC LIMITED

Sender Technology Park

Octave Road, Radiokop

Honeydew

Johannesburg

2 Applicable Conditions

The following shall apply:

- **National Treasury General Conditions of Contract (GCC) (latest edition)**
- **Special Conditions of Contract (SCC)**
- **PFMA**
- **PPPFA (2022 Regulations)**
- **CIDB Act (if applicable)**
- **Companies Act**
- **POPIA**

In case of any conflict:

2.1 SCC prevails over GCC;

2.2 Contract Data prevails over Scope of Work

3 Goods information

The Goods Information is in the document called “Scope of Work” and in the documents and drawings referred to by it.

4 Terms of Delivery

The Terms of Delivery are contained in the General Conditions of Contract (GCC) and Special Conditions of Contract.

5 Language

The *language* of this contract is English.

6 Governing Law & Jurisdiction

6.1 This Agreement is governed by the laws of the Republic of South Africa.

6.2 The Parties consent to the jurisdiction of the Gauteng Division of the High Court, Johannesburg, for the institution of any and all proceedings arising from this contract.

6.3 Nothing precludes a party from seeking urgent interim relief from a competent court where circumstances permit, and/or invoke the dispute resolution mechanisms referred to in clause 14 below.

7 Subcontracting post-award

The Bidder agrees as follows:

- It shall not subcontract, without prior written approval of Sentech, which consent may be withheld on reasonable grounds.

- Where subcontracting is permitted, the Bidder shall comply with the subcontracting requirements prescribed under Regulation 9 of the Preferential Procurement Regulations, 2022.
- It may not subcontract more than the prescribed threshold, unless permitted by law
- It shall remain fully liable to Sentech for subcontractor performance and will indemnify Sentech for any loss or damage caused as a result of subcontractor non-performance, theft or misappropriation.

8 BBBEE & Transformation

Where applicable:

- The Contractor shall maintain its declared BBBEE status.
- Misrepresentation constitutes material breach.
- Sentech may request a lawful transformation implementation plan aligned with BBBEE Codes.
- Failure to implement agreed milestones constitutes breach.

9 Pricing and Negotiations

- Prices are fixed in ZAR unless otherwise stated. Any foreign currency quotations shall be and remain fixed for the full duration of the contract. Sentech is indemnified against any risk of price and/or currency fluctuations, and such risks shall be solely borne by the Bidder.
- No escalation unless provided for in SCC. Applications for price adjustment must be accompanied by documentary evidence in support of any adjustment and may be rejected on reasonable grounds.
- All prices inclusive of VAT.
- Documentary proof required for approved adjustments.
- Sentech reserves the right to negotiate market related prices and discounts. If market-related prices are not agreed upon, Sentech reserves the right to terminate negotiations and invite the subsequent ranked Bidder for negotiations or alternatively cancel the Bid.

10 Payment

10.1 All payment methods and associated conditions are incorporated in the Tender Data; GCC and SCC.

10.2 Payment shall be made within 30 (thirty) days of receipt of a valid tax invoice, subject to:

- Proper performance
- Invoice and accounting compliance
- PFMA cash flow availability

11 Warranties

11.1 The Contractor irrevocably warrants:

- Proper skill and care
- Compliance with law
- No intellectual property infringement
- No bribery or corruption.

11.2 The Warranty period shall be twelve (12) months pursuant to delivery.

12 Liabilities, Indemnities & Insurance

12.1 The Contractor irrevocably indemnifies Sentech against:

- Third-party claims
- IP infringement

- Gross negligence
- Fraud
- Theft
- Misappropriation

12.2 Liability shall not exclude:

- Death or bodily injury
- Fraud
- Statutory liability

12.3 Insurance by the Contractor:

- Public liability
- Professional indemnity (if applicable)

⇒ **Proof required before commencement**

13 POPIA Compliance

13.1 Both Parties shall:

- Comply with POPIA
- Implement appropriate security safeguards
- Notify each other of data breaches

13.2 Personal information of the Bidder to be processed by Sentech, shall only be processed:

- For lawful procurement purposes
- On a need-to-know basis
- In accordance with lawful justification under POPIA

13.3 The Bidder has expressly consented to such processing in the spirit of this contract, for the duration hereof and post succession.

13.4 Sentech reserves the right to conduct extensive supplier due diligence at any time pre, during or post the contract period, including announced and unannounced site visits.

13.5 Each party shall be responsible for compliance with POPIA in respect of the personal information under its control or processing activities.

14 Dispute Resolution

Disputes shall be resolved as follows:

14.1 The parties shall first embark upon Negotiation within fourteen (14) days pursuant to the issuance of a notice of breach or demand.

14.2 Subsequent to unsuccessful Negotiation, Mediation shall be attempted and administered through the provisions of the Arbitration Foundation of Southern Africa (AFSA), Johannesburg, within fourteen (14) days of unsuccessful Negotiations.

14.3 Should Mediation be unsuccessful, Arbitration under AFSA Rules in Johannesburg shall ensue. The arbitration shall be governed by the Arbitration Act and AFSA Rules. The award shall be final and binding. The unsuccessful party shall pay for the costs of the arbitration, as well as the costs of arbitration of the successful party.

14.4 Notwithstanding the foregoing dispute resolution mechanisms, either party shall be entitled to seek the intervention of the High Court of South Africa, Gauteng Division, Johannesburg on an urgent basis, for urgent interim relief.

15 Termination

15.1 Termination for Breach

Sentech may terminate upon:

- Material breach
- Failure to remedy within 14 days
- Insolvency
- Corruption
- Misrepresentation.

15.2 Termination for Convenience

Sentech may terminate this Agreement at any time upon 30 (thirty) days written notice.

The Contractor shall be remunerated:

- For work properly performed up to termination
- Reasonable demobilisation costs (no loss of profit shall be claimable).

16 Anti-Corruption

16.1 The Contractor warrants compliance with:

- Prevention and Combating of Corrupt Activities Act (PRECCA)
- PFMA
- Treasury Regulation

16.2 It is specifically recorded that any corrupt activity constitutes material breach.

17 Evaluation and Assessments

The service delivery and performance of the Bidder shall at all relevant times be monitored and evaluated by Sentech. In the event that the Bidder defaults in any manner or form, Sentech reserves the right to blacklist the Bidder on the National Treasury Database of Prohibited Suppliers and Tender Defaulters in accordance with the adoption of proper procedure, and to take such further legal steps as may be warranted in the circumstances, which steps shall be determined at Sentech's sole and absolute discretion.

18 Blacklisting

18.1 Any bidder / supplier / service provider restriction must comply with:

- National Treasury Regulations.
- Due process.
- *Audi alteram partem* principle.
- Sentech shall not blacklist on National Treasury and/or Central Supplier Database (CSD) at sole discretion without procedural fairness.

18.2 Sentech may, where appropriate and following the adoption of due process, apply for the restriction of a supplier / service provider on the National Treasury Database of Restricted Suppliers in accordance with applicable legislation.

19 Cession

Neither Party may cede or assign rights without written consent, except:

- Sentech may cede to another state entity subject to PFMA compliance upon prior written notice to the Bidder.

20 Confidentiality

20.1 Both Parties must retain all proprietary and procurement information confidential.

20.2 Survives termination for 5 years.

21 Force Majeure

21.1 Neither Party shall be liable for delay caused by:

- Natural disaster
- War
- Government action
- Pandemic restrictions

subject to written notice within 5 days of the existence of such factors.

21.2 The aspect of delay damages shall be as stipulated in the Special Conditions of Contract.

22 Contract Term

22.1 This Agreement shall commence on [Date] and endure for **60 months**,
subject to:

- Budget availability
- Performance
- PFMA compliance

22.2 Extensions require written agreement and compliance with Treasury prescripts.

Sentech's Duly Authorized Representative is

Name: Mr. Zunaïd Adams

Capacity: Executive: Legal and Regulatory.

Address: **SENTECH SOC LIMITED**

Sender Technology Park

Octave Road

Radiokop

Honeydew

2040

Johannesburg

Tel No. 011 471 4400

Part two - Data provided by the Bidder

Statements given in all contracts

The Bidder is:

Name

Address

a company / close corporation / partnership duly incorporated in accordance with the laws of the Republic of South Africa.

PART 2: PRICING DATA

Must comply with:

- VAT Act
- Income Tax Act
- Treasury procurement rules

Invoices must reflect:

- Full entity names and contact details of both contracting parties
- Physical Addresses
- VAT Registration Number
- Purchase Order Number
- Contract Reference
- Description of goods/services

[illegible]

PART C3: SCOPE OF WORK

SENTECH'S GOODS INFORMATION

1. TECHNICAL REQUIREMENTS

1.1. Glossary of Terms

Abbreviations	Descriptions

2. INTRODUCTION

SENTECH requires a service provider to supply, implement, integrate, train and support an operational support system (OSS) and ITSM to manage and support its broadband networks and ICT services. The system must comply with best practice standards and frameworks for OSS/BSS interoperability, and the workflow of the applications must align with eTOM, TAM, and ITIL. The scope includes integrating existing SENTECH network elements, element managers and network management systems to avoid duplication of resources and streamline network management. SENTECH has its private cloud platform to enable system hosting if required.

3. SCOPE OF WORK

The Broadband OSS and ITSM system for ICT services must meet these functional and technical requirements.

Table 1: OSS and ITSM Functional Features

No.	System Functional Features
1.	Network Inventory Management
1.1	Network asset location
1.2	Network asset tracking
1.3	Network topology visualisation
1.4	Network orchestration
1.5	Capacity management
1.6	Configuration management
1.7	Change management
1.8	Audit trail and reporting
2.	Service Fulfilment
2.1	Order Management
2.2	Service design and creation
2.3	Service provisioning
2.4	Service activation
2.5	Service modification
2.6	Service deactivation
2.7	NVF Management
2.8	SDN Management
2.9	Automation and self-organising networks
2.10	Analytics and Reporting
3.	Workforce Management

3.1	Work order management
3.2	Field teams' management
3.3	Resource scheduling and allocation
3.4	Communication portal
3.5	Knowledge management and collaboration
3.6	Workforce cost management
3.7	Workforce capacity management
4.	Service Assurance
4.1	Network monitoring
4.2	Fault management
4.3	Performance management
4.4	Incident management
4.5	Service quality management
4.6	Integration and interoperability
4.7	Security management
5.	Trouble Ticketing
5.1	Ticket creation
5.2	Ticket categorisation
5.3	Ticket classification
5.4	Ticket assignment
5.5	Ticket escalation
5.6	SLA management
5.7	Network monitoring
5.8	Integration with CRM and billing
5.9	Analytics and Reporting
6.	IT Service Management
6.1	Service request management
6.2	Configuration management database
6.3	Incident management
6.4	Problem management
6.5	Change management
6.6	Service level management
6.7	Knowledge management
6.8	Release and deployment management
6.9	Asset management
6.10	Service automation and orchestration
6.11	User interfaces
6.12	Analytics and Reporting
6.13	Integration
6.14	Security and Compliance
6.15	Backup and disaster recovery

Table 2: OSS and ITSM Technical Requirements

No.	Title	Description
1	Integration	Integrates with existing applications (Annex C), data sources and technologies—Auto-discovery of new network elements.

2	Interoperability	work seamlessly with other systems, element managers, business systems, and third-party applications, adhere to open standards, Open APIs and communication protocol
3	Scalability	ability to handle growing volumes of data, users, services and networks without performance degradation. Horizontal and vertical scalability
4	Performance	Support real-time processing of data without performance degradation. Low latency.
5	Reliability	fault tolerance, redundancy and robust error handling to ensure continuous operation
6	Security	protect sensitive information, secure communication channels, and use authentication and access control mechanisms. Prevent unauthorised access, data breaches and network attacks.
7	Maintainability	easy to maintain with well-structured code, modular architecture, and tools for system updates, patches and updates without disrupting operations. Low code, no code platform.
8	Southbound integration	seamless integration with element managers, network management systems, network equipment and probes using open protocols and APIs.
9	Northbound integration	support open and standard APIs to facilitate communication with BSS and enterprise applications. Ensure real-time data exchange and proper data synchronisation.
10	Customisation	Modular, and allows customisation of components without affecting the entire system. Support for third-party plugins