



Annex H to SLA 1203_001: Commercial Printing

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Annex H: Commercial Printing

H1. Service Classification

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

H2. Reference(s)

None.

H3. Benefit Statement

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

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H4. Commercial Printing- Configured Service

H4.1 Service Metric:

	Service Offering	Service Description	Configured Service		Workload		Service Components	Measurement		
			Basic features	Additional features required	Contracted	Cap		Metric	Unit of measure	
Printing	Commercial Printing	Receiving / merging / manipulating of variable data to be printed on predefined templates using high speed digital printers for distribution thereafter.	1. Printing service: a. Monochrome (A4/A3) b. Backup service c. 24 x 7 (including public holidays) d. Scheduled capacity e. Secure storage	1. Pre-processing services (optional): a. Scanning b. Data Conversion c. Document composition d. Form creation e. Electronic document creation 2. Colour printing (limited) (A4/A3) a. Face value documents b. Prioritization c. Vaults/safekeeping 3. Post-processing services (optional): a. Stapling b. Ring binding c. Glue binding d. Sorting e. Packaging f. Delivery g. Reconciliation of face value forms	12 million A4 monochrome images within contracted timeframe	Unlimited images within contracted timeframe	1. Pre-processing 2. Printing 3. Post-processing	1. Number of hours for processing services as per agreed to quotation 2. 95% of instances (volumes and timeframe) met 3. 95 % of calls will be responded to within response times rolled up across all priorities as follows: a. Critical: 2 hrs b. High: 4 hrs c. Medium: 8hrs d. Low: 24hrs	1. Number of hours 2. % instances met	Service Management
	Service Desk	The handling of agreed inbound communication channels within acceptable response times and quality levels.	2. Responsiveness and quality of Service Desk	None Available			4. Service Desk: Call Answering	1. 80% of calls handled in 20 seconds. 2. 80% Satisfaction Levels	Responsiveness and quality of Service Desk	

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	Incident and Request Management	Implementation of the Incident/ Request Management process supporting effective monitoring and escalation as defined by the escalation procedure with the Customer.	3. Incident / Request Escalations	None Available			5. Incident and Request Management : Monitoring and escalation	90% Escalations as per agreed escalation procedure	Incident / Request Escalations	
	Incident Management	Provision of Incident/ Request Management reports on the performance of all Technical Support environments.	4. Availability of Incident/ Request Management Performance Reports	None Available			6. Incident Management : Reporting on performance against all Incidents and Request	90% Availability of Service Management Reporting Platform	Availability of Incident/ Request Management Performance Reports	

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H4.2 Services Detail

Service Category	Service Sub Category	Service Component	Service Component Description	Service Measures	Definition of service measures	Service Level Metrics	Dependencies
Commercial Printing	Commercial Printing	1. Printing: (Monochrome Printing (A4/A3), Colour printing (limited) (A4/A3), face value documents)	Comprehensive Printing service offering ensures end-to-end delivery and back-end management of a secure printing environment and includes hardware provisioning and installation, network connectivity and access, failover capabilities, backup and restore and other professional services needed to support a dedicated printing environment.	% instances met	Volumes (amount of pages)	1. Number of hours for processing services as per agreed to quotation	Timely supply of data to be printed
Commercial Printing	Commercial Printing	2. Pre-processing: (scanning, data conversion, document composition, form creation, electronic document delivery)	Preparation of raw data into a preferred printable print stream for printing and a readable print stream for viewing.	1. Number of hours 2. % instances met	Number of pages handled and/or Number of hours	2. 95% of instances (volumes and timeframe) met 3. 95 % of calls will be responded to within response times rolled up across all priorities as follows: a. Critical: 2 hrs b. High: 4 hrs c. Medium: 8hrs d. Low: 24hrs	1. Scanning: a. Condition of original document b. Timely supply of original documents to be scanned 2. Data conversion: a. Data integrity b. Timely supply of original data to be converted 3. Document composition: a. Data integrity b. Timely supply of original data to be converted c. Specifications from client 4. Forms design: a. Data integrity b. Timely supply of original data to be placed c. Specifications from client for outlay

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Service Category	Service Sub Category	Service Component	Service Component Description	Service Measures	Definition of service measures	Service Level Metrics	Dependencies
Commercial Printing	Commercial Printing	3. Post Processing: (stapling, ring and glue binding, sorting, packaging, delivery, reconciliation of face value forms)	This service element includes the preparation of media for delivery. This includes all the finishing tasks to be performed on the printed media.	1. Number of hours 2. % instances met	Volumes (amount of pages) and/or Number of books bound and/or Number of hours		1. Sorting of printed media: a. Specifications from client for sorting 2. Packaging: a. Specifications from client for packaging 3. Delivery: a. Specifications from client for delivery 4. Reconciliation of face value forms: a. Correctness of face value forms delivered to SITA
Commercial Printing	Commercial Printing	4. Service Desk: Call Answering	The handling of agreed inbound communication channels within acceptable response times and quality levels.	Responsiveness and quality of Service Desk	Number of calls handled that have breached 20 seconds before being answered) / Total number of calls received for the calendar month (within stipulated service hours.)	1. 80% of calls handled in 20 seconds over a period of one calendar month. 2. 80% Satisfaction Levels, i.e. (Inbound calls)	Users participating in the survey to obtain a reasonable sample.
Commercial Printing	Commercial Printing	5. Incident and Request Management: Monitoring and escalation	Implementation of the Incident/ Request Management process supporting effective monitoring and escalation as defined by the escalation procedure with the Customer.	Incident / Request Escalations	% of automated escalations carried out as per agreed escalation procedure.	90% Escalations as per agreed escalation procedure	As per agreed scope of the escalation procedure enabled by the Customer and/or 3rd Parties.
Commercial Printing	Commercial Printing	6. Incident Management: Reporting on performance against all Incidents and Request	Provision of Incident/ Request Management reports on the performance of all Technical Support environments.	Availability of Incident/ Request Management Performance Reports	Provision of access to automated reports on a. Mean Time to Respond (MTTr) per service category. b. Mean Time to Resolve (MTTR) per service category.	1. 90% Availability of Service Management Reporting Platform	Customer and/or 3rd Parties must have internet access.

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H5. Roles and responsibilities

Service Sub-Category	Responsibilities	
	SITA	Client
Pre Processing	1. SITA is responsible for the processing of data provided by the application programs of the Client/ application owner. 2. SITA shall backup and store all master files, forms, logos and graphics. 3. SITA shall maintain adequate levels of consumables.	1. The application owner shall inform SITA in writing at least 30 working days in advance of any change regarding processing requirements of resources or of a change in service procedures. All changes shall be channelled through the SITA Service Desk. 2. The Client/ application owner shall inform SITA on the same day when delivery has been taken of the processed documents, whether any erroneous processing has occurred. 3. The application owner/Client shall inform SITA before 12:00 on Fridays if special runs are to be printed over weekends.
Printing	1. SITA to submit quotation for required service. 2. Printing and processing of data provided by the application programs of the Client/ application owner. 3. Correct execution of the tasks. 4. Inform the application owner one (1) calendar month in advance of any change or upgrade. 5. Backup and store all master files, forms, logos and graphics. 6. Maintain authorised access control. 7. Compile annual processing schedule together with all parties. 8. Maintain adequate levels of consumables. 9. SITA is responsible for preventative maintenance on the printers as part of standard operational procedures. This occurs without an impact on the Client.	1. Client to log request at SITA Service desk - toll free nr 0800 11 55 75. 2. Quotation to be accepted and send back to SITA before printing will commence. 3. Responsible for the integrity and correctness of the input data together with the application owner. 4. Inform SITA in writing at least 30 working days in advance of any change regarding processing requirements of resources or of a change in service procedures via the SITA Service Desk. 5. Inform SITA on the same day when delivery has been taken of the processed documents of any erroneous processing. 6. Comply with the minimum security requirements governing the service as specified in the References. 7. Inform SITA before 12:00 on Fridays if special runs are to be printed over weekends.
Post Processing	1. SITA shall maintain adequate levels of consumables 2. Ensure quality of packaging.	1. Clear post processing instructions.

H6. Pricing

SITA will provide a quotation for Commercial Printing Services and the client will be invoiced accordingly.

H7. Dependencies and constraints

H7.1 Dependencies:

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

H7.2 Constraints:

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

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H8. Certification:

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

Notwithstanding the date of signature, this annex shall be effective from 01 April 2026 until 31 March 2029.

Thus done and signed at Pretoria on this 13 day of March 2026.

Signature: _____

Full names: J A Smal
On behalf of State Information Technology Agency SOC Ltd
And duly authorised thereto

Thus done and signed at PRETORIA on this 31 day of MARCH 2026.

Signature: N Maphu

Full names: MAF4 NONTIBEKO
On behalf of Department of Military Veterans
And duly authorised thereto