

Magalies Water
APPLICATION FOR EX POST FACTO-APPROVAL

Instructions for the completion of this application form

1. The Magalies Water's SCM Policy and Procurement Procedures are applicable and must be consulted.
2. This application must be accompanied by a completed form ST 87.1.
3. Applications must be signed by the senior manager or an equivalent rank.

APPLICATION:

Application is hereby made for ex post facto-approval in terms of Regulation 3(4) (give a description):

Emergency work to repair the data centre server storage in Rustenburg- Head Office

Indicate under which circumstances action was taken.

- in case of emergency; In case of emergency
or
- in case of best interest to Magalies Water;

It is hereby certified that the action did not occur as a result of negligence or ignorance, that the action was taken with care and coincided with what is expected of a reasonable person and that no fruitless expenditure had been incurred.

Division: Corporate Services

Address: 38 Heystek Street, Rustenburg, 0300

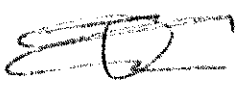
Tel : 014 597 4636

SIGNATURE (APPLICANT) Mr Zakhele Mahlalela

NAME OF GM: Ms Teleni Ntabeni

CAPACITY ICT Security Specialist

DATE 15-04-2026

SIGNATURE GM: 

DATE 15-04-2026



ANNEXURE TO APPLICATION: CASES OF EMERGENCY

NB: This form must be completed and submitted under cover of a completed ST 87 in matters where action was taken in the case of emergency.

1. Full particulars of the circumstances which could not be foreseen

The ICT main data center storage was not accessible after the latest updates were installed on the 3 host servers. This unforeseen circumstance was as a result of a scheduled last phase of the SCCM upgrade which began on the evening of the 16th January, Friday.

The ICT Department immediately initiated an investigation into the storage issue in the Monday morning of the 19th of January 2026, after many restoration attempts including the rebooting of the servers and demoting the servers by means of applying backups, the virtual machines were still not communicating with the server storage. On Tuesday the 20th of January 2026, ICT formally requested Supply Chain Management (SCM) to assist in emergency sourcing of a service provider to evaluate the server storage infrastructure, recommend remedial actions and carry-on with restoring access to the storage and related services.

2. Outline the dangerous or perilous condition or misery or defect that occurred as a result of the state of emergency or could have resulted or damage that could have been incurred.

Critical servers which host services such as SAP, Printing, Helpdesk, Active Directory, GIS were inaccessible due to storage not being accessible. The prolonged delay in appointing a service provider would have caused delays in Finance department, locked out users not being able to unlock or reset their passwords, printing services not being accessible, and GIS server not being accessible.

3. Indicate what was aimed at with the action in order to relieve, stem or to prevent the state of emergency.

The ICT attempted to restore the services by themselves by trying to bring the server storage online and restore SAP services as well as other critical servers hosted at the Head office server room. The virtual machines appeared to be online, however the storage was still offline. After numerous attempts, it was decided to bring in the services of a storage and server specialist.

4. What was the actual result of the action with regard to the appointed goal?

The Service provider managed to reconfigure the server storage, server storage was brought online, SAP service and other critical services were brought online with no data loss.

5. Furnish exact detail of time and time scales applicable at the time of action.

5.1 Date on which requirement became known: 19 January 2026

5.2 Date on which the supply or service had to be available: 20 January 2026

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- 5.3 Date on which supplier was requested or contract awarded, or order was placed: 20 Jan 2026
 5.4 Period required by supplier for performance: 15 Hours.
 5.5 Date of commencement: 20 January 2026
 5.6 Date of completion: 21 January 2026

6. What attempts were made to obtain prior authorisation from the Procurement Centre (If not, reasons must be furnished)

The Supply Chain Manager was contacted telephonically with a follow up email sent requesting a service provider to assist with assessment of the storage. Upon evaluating the nature of the emergency, it was approved that the assessment and restoration of services be resumed.

7. Describe the manner of in which price quotations or tenders, placement of order as well as payment were handled.

The ICT department recommended a service provider which will evaluate the storage and submit a quote for the cost, and an estimated number of hours needed to restore services.

8. Which tender / contract conditions was applicable.

Emergency work in their nature is prioritized to minimize business disruption, a deviation to bypass normal supply chain processes is the only option to urgently restore services with minimal disruption.

9. Furnish a price analysis and comparison with normal price.

Below are the price analysis and comparison from the Service Provider:

2025	2026
SCCM Consultation services @R3500	SCCM Assessment and Report @R3000
39 hours	Storage and HyperV reconfiguration for 14 hours @ R3200
Total Costs: R136,500	Total Costs: R53,800

The Service Provider delivered the emergency consultation services at R500 less than the previous year 2025. The normal consultation fee was also at a reduced rate of R3200. The total amount of **R53,800** is what is recommended for approval.

10. Indicate whether the application is arising from an Audit inquiry or not.

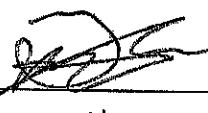
This emergency work is linked to the ICT's efforts to close an internal audit finding no. 4 that is Ineffective Continuous Vulnerability Management Controls. The SCCMs last phase was configured to automate the deployment as per the project scope of work, during the testing the systems in Head Office server room rebooted and resulted in the loss of communication between the storage and the virtual machines.

11. BAC RECOMMENDATION - SUPPORTED BY:

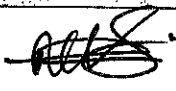
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MC

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	NAME	SIGNATURE	DATE
SUPPORTED / NOT SUPPORTED: SCM MANAGER	Rabelani Mulaudzi		06/05/2026
SUPPORTED / NOT SUPPORTED: BAC MEMBER	Vhahangwele Akinwekomi		06/05/2026
SUPPORTED / NOT SUPPORTED: BAC MEMBER	Teleni Ntabeni		
SUPPORTED / NOT SUPPORTED: BAC MEMBER	Kele Mogamisi		06/05/2026
SUPPORTED / NOT SUPPORTED: BAC MEMBER	Tshiamo Mpane		06/05/2026
SUPPORTED / NOT SUPPORTED: BAC MEMBER	Matshidiso Tabane		06/05/2026

12. APPROVAL STATUS

	NAME	SIGNATURE	DATE
APPROVED / NOT APPROVED: CHIEF EXECUTIVE	Ofentse Nthutang		12/05/2026