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Our Ref: SITACovid-19
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Date: 19 March 2020

Dear Prospective Suppliers

RE: SITA's response to COVID-19

In a statement by President Cyril Ramaphosa on 15 March 2020, South Africa was declared to be in a national state of disaster.

SITA is taking the situation extremely seriously and is putting in place measures to contain its spread. Our focus is on doing what we can to ensure the safety and wellbeing of our employees, visitors, clients and suppliers insofar as this is possible, while still delivering, servicing our clients' needs and continuing business albeit unusual, to the highest standards possible under the circumstances.

We have taken the following general precautionary measures:

- Restricting international and domestic travel by our employees;
- Requiring self-isolation by employees who have recently travelled overseas;
- We have systems in place to facilitate remote working to maintain a high level of business continuity. In order to flatten the infection curve by limiting movement of people, we have requested all employees who are able to work from home without affecting service delivery, to do just that;
- In order to limit the risk to those employees who need to be at the office to ensure the same level of service delivery, we are limiting personal contact. All face-to-face meetings are discouraged and video and tele-conferencing encouraged; we appreciate your assistance in this regard;
- We are taking steps to ensure that our premises are properly sanitized and secured for those employees.

We therefore inform prospective suppliers who engage in our procurement process of the following measures:

1) **Tender Box**

- a) All tenders submitted to the SITA tender box will be subject to a resting period of at least 72 hours (3 days) before the tender box is opened. To reduce unnecessary delays, all tender closing dates will change to a Friday at 11:00 SAST and will be opened the next Monday at 12:00 SAST.
- b) Public opening of tenders will be done via video conferencing. Bidders who wish to participate in the public opening must inform the tender office via email so that the video conference meeting invitation can be forwarded to the bidder prior to the opening.
- c) As a priority measure, we plan to do away with the tender box altogether and are putting systems in place for electronic submission of tender responses. Such submission requirement will be published together with tender documentation.

2) **Bidder briefing sessions:** Bidder briefing sessions that requires gathering of people are hereby cancelled with immediate effect. Tender briefing documentation will be published together with the bid invitation; and bidders will be provided a link to join a video conferencing session.

We thank you for understanding the gravity of the situation and call on your full cooperation without compromising the integrity of public procurement process.

SITA's executive team will closely monitor the situation and implement necessary measures as and when required.

Please take care as you and your organisations navigate through these difficult times.

Yours sincerely,



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Chief Procurement Officer
Kenneth Pillay