RFB2009/2022 ENGAGEMENT MODEL

RFB 2009/2022: ESTABLISHMENT OF A TRANSVERSAL CONTRACT BY APPOINTING A PANEL OF APPROVED SERVICE PROVIDERS TO SUPPLY, INSTALL, MAINTAIN AND SUPPORT AUDIOVISUAL COMMUNICATIONS TECHNOLOGY AND SOLUTIONS FOR A PERIOD OF 3 YEARS.

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Notice

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Approval

The signatories hereof, being duly authorised thereto, by their signatures, hereto authorise the execution of the work detailed herein, or confirm their acceptance of the contents hereof and authorise the implementation/adoption thereof, as the case may be, for and on behalf of the parties represented by them.

_____	20 April 2023
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Executive Supply Chain: Kenneth Pillay	Date

Foreword

This Engagement Model provides guidelines on the process to be followed in the engagement of accredited suppliers for goods to be provided in terms of RFB2009 /2022

The use of this Engagement Model must always ensure compliance with applicable prevailing public sector procurement legislation i.e. any legislation, regulations, rules of practice of all the courts of law in the Republic of South Africa, by-law, policy or directive presently in existence or coming into existence after the Commencement Date which is of relevance to the rendering of the goods and services by appointing a panel of approved service providers to supply, install, maintain and support audio- visual communications technology and solutions for a period of 3 years.

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1. Purpose

The purpose of this document is to provide guidelines on how to utilise this transversal contract for all Departments and or Public entity as per SITA General Regulations. The use of these guidelines should always ensure full compliance with all relevant public sector procurement legislation, National Treasury regulations and practice Notes and SITA General Regulations, PPPFA, B-BBEE Act or any other applicable legislation.

2. Background

In terms of SITA General Regulations "The Agency must, in the best interest of the State and timeously, ensure the procurement of information technology goods or services for the repetitive requirements of Departments through the conclusion of appropriate transversal term contracts by means of a competitive bidding process." In terms of Regulation 10.2 on SITA Regulations "Either the Agency or a Department/Public entity may submit to the Minister, or an official authorised by him or her, a need for the procurement of information technology goods or services for the repetitive requirements of Department/Public entity. If the Minister, or an official authorised by him or her, approves the need for such goods or services, the Department envisaged in regulation 7.3.1 (b) will be the designated Department. The Department of Communications and Digital Technologies (DCDT) is the designated Department who has identified needs for the establishment of the transversal contract. Use of this contract is mandatory for all SITA "must" clients as defined in SITA Regulation 10.

3. References

The following documents are referred to in this document, or have an impact on the implementation of the processes described herein:

❖ Legal framework:
  ➢ The Constitution of RSA, Act 108 of 1996
  ➢ Public Finance Management Act (Act 1 of 1999, as amended)
  ➢ State Information Technology Agency Act (Act 88 of 1998, as amended)
  ➢ SITA Regulations, 23 September 2005
  ➢ National Treasury Practice Note no. 5 of 2009
❖ SITA Transversal Contract RFB 2009/2020 for audio-visual communications technology and solutions
❖ Deployment Guidelines: Audiovisual Communications Technologies (AVCT)
❖ SITA Technology Certification website www.sita.co.za/prodcert.htm
  ➢ AVCT Technical Specifications
  ➢ Certified Products Database

4. Scope of RFB 2009/2022

4.1   Scope of work Inclusions

The scope of this transversal contract encompasses:

a)   All Audio-Visual communications technologies and solutions, as well as maintenance and support. This is inclusive of, but not limited to, unified communications solutions, video- and voice conferencing solutions, display solutions, collaboration solutions, imaging devices, playback and recording, AV signal control and device management, service monitoring and billing, audio and video components and telemedicine solutions.

b)   All related services, including but not limited to: Needs analysis, Consultation, Design, Specification, Programming, Supply and Delivery, Installation, Integration, Commissioning, Training, Support, Operations and Maintenance, System management and end-of-life services, System programming, On-site resource.

c)   All in-room infrastructure (equipment racks, UPS, furniture, air conditioning).

All goods covered in this accreditation must be bundled with an on-site warranty and support/maintenance plan including an option for extending the support period.

4.2   Scope of work Exclusions

The scope of work excludes the following:

- All equipment, products and solutions not specifically intended for an AVCT solution;

- Cabling infrastructure not delivered as part of the AVCT equipment;

- Non-ICT equipment that does not form part of a complete AVCT solution;

- Short-term rentals of equipment for events;

- Solutions or equipment in the Surveillance and Access Control domain (e.g CCTV solutions)

- Mobile/portable surveillance devices such as vehicle and body cameras);

- Contact centre solutions (including IVR solutions);

- Any PBX solutions;

- SIP Trunks - Off-net calling;

- Telephone Management systems (TMS);

- Billing Engine.

5. Product types/solutions available on this contract

5.1 Conferencing and Collaboration Solutions

5.1.1 Video Endpoints

Item	Profile	Description
VC_Desktop	Personal VC system	Personal videoconference system with integrated camera, display and audio, supporting integrated or external (software) codec
VC_Room1	Small room VC system	Videoconference system for a small meeting room or "huddle space" (up to 5 participants), with camera, display and audio, supporting integrated or external (software) codec

VC_Room2	Medium room VC system	Videoconference system for medium-size, more complex meeting rooms (up to 15 participants), with camera, display and audio, supporting integrated or external (software) codec
VC_Room3	Large room VC system	Videoconference system for large, complex meeting rooms (more than 15 participants), with camera, display and audio, supporting integrated or external (software) codec
VC_Soft	Software-based VC system	VC, meeting and messaging application with support for video and audio peripherals. Support for multiple client platforms, including desktop/laptop, web and mobile devices; on-premise support for cloud systems preferred

5.1.2 Voice Endpoints and Conferencing Systems

Item	Profile	Description
Phone_IP1	Basic IP phone	Basic IP-based desk phone with handset, UI and single network interface
Phone_IP2	Advanced IP phone	Advanced IP-based desk phone with handset, UI and dual network interfaces
Phone_Soft	Soft phone/UC client	Voice or UC application with support for multiple client platforms, including desktop/laptop, web and mobile devices; on-premise support for cloud systems preferred
Conf_Voice1	Basic IP voice conference system	Basic IP-based voice conference system for small rooms
Conf_Voice2	Advanced IP voice conference system	Advanced IP-based voice conference system for larger or more complex rooms
Conf_Delegate	Delegate system	Scaleable digital delegate system with support for 10+ meeting participants; includes chair and delegate units and conference control system

5.1.3 Conferencing Peripherals

Item	Profile	Description
Conf_Headset	UC headset	Integrated hands-free device (headset) for use with desk, mobile or soft phones in IP telephony and UC systems; wired or wireless connectivity
Conf_Audio	UC peripheral - speakerphone / handset	Portable audio peripheral (e.g. speakerphone or handset) for voice calls; USB or bluetooth connectivity
Conf_Video	VC peripheral - camera + mic + speaker	VC peripheral with integrated camera, speaker and mic (e.g. "video bar") for video and voice conferencing; USB or bluetooth connectivity; portable battery-powered options

5.1.4 Conferencing Infrastructure

Item	Profile	Description
MCU_Soft	Software-based or virtual MCU	Software-based or virtual Multipoint Conference Unit with transcoding and continuous presence functionality, support for voice conferencing and IP endpoints
MCU_Appl	Appliance-based MCU	Hardware (appliance-based) Multipoint Conference Unit with transcoding and continuous presence functionality, support for voice conferencing and IP endpoints
VC_Gateway	VC protocol gateway	Gateway appliance for interfacing videoconferencing, IP telephony and UC protocols and applications, e.g. SIP, H.323 and UC solutions

VC_Gatekeeper	VC gatekeeper	H.323/SIP-compliant gatekeeper appliance providing VC access control and translation services
VC_FW	VC firewall traversal solution	NAT/firewall traversal solution for video- and audio conferencing
PBX_IP	IP-based PBX	PBX system for voice over IP telephony (VOIP) solutions

5.2 Display and Imaging

5.2.1 Projectors

Item	Profile	Description
Proj_Basic	Basic projector	Entry-level, low-cost data/video projector for budget-conscious environments
Proj_UltraP	Ultraportable projector	Ultraportable data/video projector for applications that require small size and/or light weight
Proj_Mid	Midrange projector	Versatile professional data/video projector with reasonable portability, supporting ceiling-mount and rear-projection options
Proj_Adv	Advanced large venue projector	Advanced high-brightness data/video projector for large venues such as auditoriums or training centres

5.2.2 Large-format Displays

Item	Profile	Description
Mon_AV	Large format AV display	General-purpose large-format display for office and enterprise audiovisual applications such as meetings and conferences
Mon_LFD1	Basic large format display	Basic large-format display for digital signage applications with medium duty cycle
Mon_LFD2	Advanced large format display	Advanced large-format display for digital signage applications with high duty cycle
Mon_Med	Medical diagnostic monitor	Advanced display for medical diagnostic applications (e.g. X-ray, CT, MRI)

5.2.3 Collaboration and Information Sharing

Item	Profile	Description
IA_Disp	Interactive display	Interactive display (LFD/projector) with collaboration and communication tools including drawing, handwriting, image capture, annotation and sharing
IA_Touch	Interactive touch device	Interactive touch device/surface supporting external display (e.g. stand-alone board/panel overlay/projection surface/attachment), with collaboration and communication tools including drawing, handwriting, image capture, annotation and sharing
IA_SW	Interactive software	Software for interactive displays, with collaboration and communication tools including drawing, handwriting, image capture, annotation and sharing
Presenter1	Wireless presentation switcher	Wireless presentation switcher to share meeting room resources (e.g. displays) among multiple client devices for meeting collaboration
Presenter2	Wired presentation switcher	Wired presentation switcher to share meeting room resources (e.g. displays, audio) among multiple client devices for meeting collaboration
Dig_Signage	Digital signage solution	Digital signage solution for digital content creation, distribution, management and display
Info_Kiosk	Information kiosk	Interactive kiosk solution and components for information dissemination, interaction with citizens, queue management, self-service and other applications

5.2.4 Display Wall Solutions and Components

Item	Profile	Description
VidWall1	Basic display wall solution	Entry-level pre-defined display wall solution with light duty cycle (8-16 hours/day), including all required components (displays, control/management, cabling, services, etc.)
VidWall2	Advanced display wall solution	Advanced pre-defined display wall solution with continuous uptime design (24x7) for mission-critical environments, including all required components (displays, control/management, cabling, services, etc.)
VidWall_Ctrl1	Basic display wall control system	Basic display wall control system, supporting at least 8 displays, with aggregated (combined) display area; suppport for various display technologies, including LCD and DV-LED
VidWall_Ctrl2	Advanced display wall control system	Advanced display wall control system, supporting at least 32 displays, with aggregated (combined) display area; suppport for various display technologies, including LCD, Projection Cubes and DV-LED
VidWall_Panel	Display wall module - LCD panel	LCD-based flat-panel display optimised for display walls
VidWall_Cube	Display wall module - Projection cube	Projection cube-based display wall module with 24/7 design life for mission-critical applications
VidWall_LED	Display wall module - DV-LED	DV-LED-based flat-panel display wall module

5.2.5 Cameras and Visualisers

Item	Profile	Description
Cam_Web	Advanced web camera	High-quality web camera for enterprise-focussed VC applications
Cam_VC	VC camera	High-quality video camera supporting videoconferencing in various size meeting rooms, including PTZ and fixed FOV
Cam_Vis1	Basic visualiser	Basic desktop visualiser (document camera)
Cam_Vis2	Advanced visualiser	Advanced visualiser (document camera) with integrated presentation surface and light source, or ceiling-based system

5.3 Recording, Playback and Speech Processing

Item	Profile	Description
Rec_VC	VC Recorder	VC recorder with playback, streaming and archiving functionality
Rec_Media	Rich media recorder	Rich media recorder for capturing audio and video
MediaSrv	Media server	Media server with content management, playback, streaming and archiving functionality
Rec_Voice	Digital audio recorder	Digital audio recorder for voice and meeting recording
Rec_AudioSW	Audio recording software	Audio recording software for voice and meeting recording
Speech_SW	Speech processing software	Speech to Text and Text to Speech software for voice control, dictation and content access

5.4 AV signalling, Control Systems and Management

Item	Profile	Description
AV_Mgmt	AVCT system/venue management	Device and resource management/scheduling system (software or appliance-based) for managing, controlling and/or scheduling of venues, devices and other resources

AV_Control	AV control system	Control system for AVC venue automation, including intelligent control processor with connectivity and APIs for device control programming; includes UI components such as keypads and touch panels
AV_Signal	AV signal routing	Signal routing, extending and switching devices for various media, protocols and technologies, including data, audio and video; HDBaseT options
AVoIP_Audio	Audio over IP systems	AV over IP devices for audio signals, e.g. Dante or AES -- transducer (source/target) and transceiver devices as well as audio routing, processing, etc.
AVoIP_Video	Video over IP systems	AV over IP devices for video+audio signals -- transducer (source/target) and transceiver devices as well as signal routing, processing, etc.

5.5 Additional Audio and Video components (non-ICT)

Non-ICT AV products and components (requirements defined in *ad hoc* RFQ/RFP)
Audio components (microphones, speakers, amps, mixers, processors, etc.)
Video components (extenders, switchers, scalers, converters, processors, etc.)
Projection screens
Mounting hardware (stands, brackets, etc.)
Cables (structured, unstructured) and adapters/converters

5.6 Services: Bundled and *Ad Hoc*

Item/Profile	Description
Needs analysis	All services to be quoted and supplied as required by project needs.
Design	
Supply and Delivery	
Installation and configuration	
Integration	Basic services such as delivery, installation and support must be bundled with ALL solutions.
Commissioning	
Familiarisation and training	
Operations	The standard 3/5/7-year SLA can be upgraded at the client's discretion.
System management	
Support and Maintenance	
Consultation	Specialised or *ad hoc* services will be specified in the client RFP/RFQ, and must be fully catered for by the proposed solution.
System programming	
On-site tech resource	
Meeting moderation	All required travelling and accommodation (S&T) must be included in total solution cost.
End-of-life services	

The above list of technologies and solutions will be updated over time as Government requirements and technology change.

6. Definition of solution levels and project complexity

(1) The transversal contract caters for complexity at both ends of the spectrum: a simple product procurement may be done (e.g. buying just a projector or a portable VC unit), or Departments may require a full boardroom solution with all services and technologies integrated.

(2) Client requirement to complete a fully functional solution that satisfy Government's requirements must always form the departure point. Technical requirements and components make up only a part of the total solution. End-users (Departments) will be required to draft a specification addressing their

business needs. In the absence of a documented business requirement, contractors will be unable to deliver a solution addressing the client's needs.

(3)   In terms of the SITA Regulations, ICT goods and services may not be supplied to Government departments without being SITA-certified. This accreditation evaluates bidder capabilities only, therefore bidders must not submit product technical details as part of this Accreditation: all technical details are handled by the OEM and SITA as part of the Product Certification Process (see Definitions), which is a continuous process that doesn't form part of this contract. Only certified products may be quoted in any RFQ based on this contract.

(4)   This section specifies minimum standards for AVCT solutions delivered to Government via this contract and subsequent RFQ/RFP projects. Any AVCT products that form part of such a solution must be certified via the SITA Technology Certification Process.

(5)   Contractors supplying via Level 3 and Level 4 of this contract must take responsibility for the entire end-to-end solution, including consultation, design, installation, service and support, and maintenance. The contractor will be required to do a mandatory "health check of the system" every three months. This will include testing all equipment including remote controls. A Findings report must be delivered to the client after each health check.

(6)   As per the Definitions below of this accreditation document, 4 discrete levels of solutions have been defined. The complexity of solutions increases from Level 1 to Level 4, while cost (value of project) typically increases accordingly. Consultants, architects, and maintenance providers fall outside of these defined 4 supplier levels.
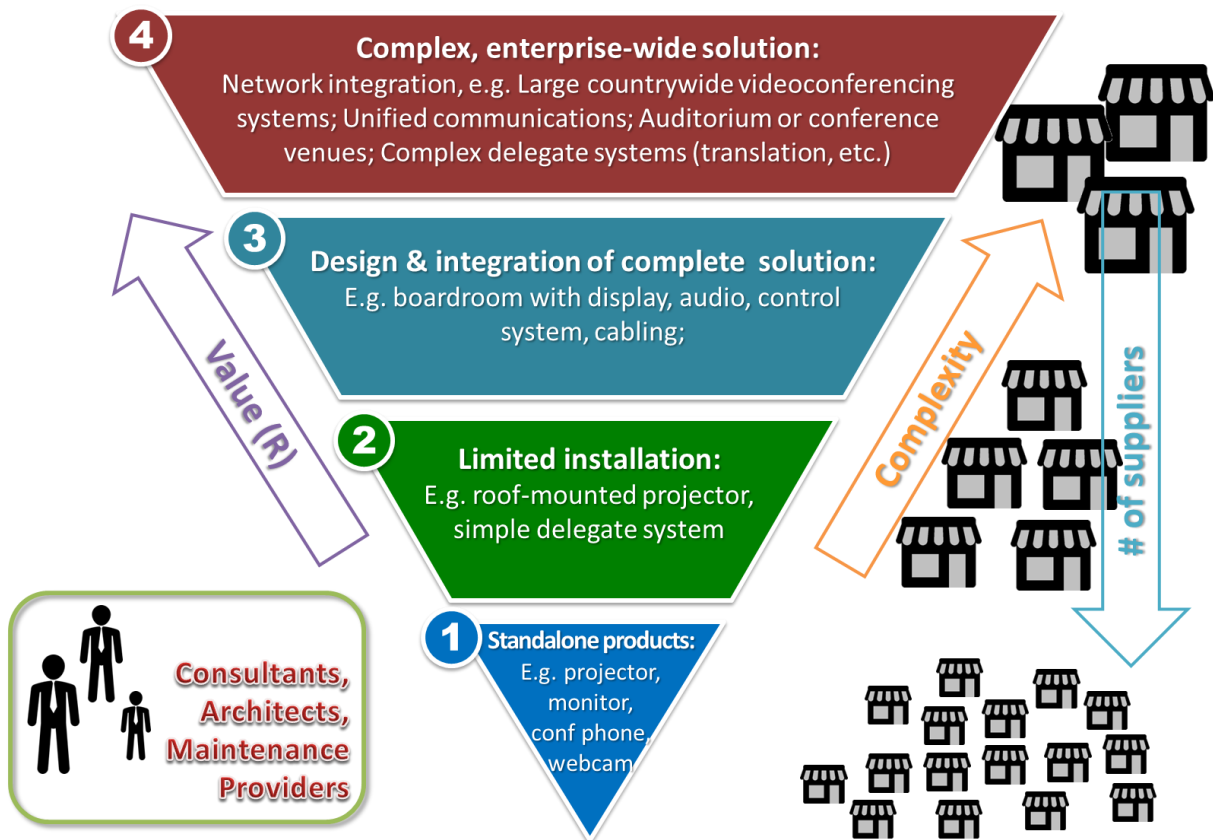

Figure 1: Levels of suppliers and solutions, complexity vs. value

As part of the bid evaluation, accredited suppliers were vetted according to the criteria below. Even though the resellers were vetted, depending on the level of risk, it stand the users of this contract free to verify that suppliers conform to the requirements as stipulated under the respective levels, but is not compulsory. Suppliers found to be in breach of the conditions stipulated below must be reported to SITA.

6.1   Suppliers accredited for level 1 solutions

Level 1 suppliers are capable of supplying stand-alone products such as portable projectors, stand-alone displays, conference phones, i.e. supply and support of certified products.

Suppliers for level 1 solutions must adhere to all the following requirements.

(a)   All products supplied via this contract must be certified via the separate, continuous SITA product certification process. Bidders must ensure that their respective OEMs participate in the certification process.

(b)   Bidders will not be allowed to quote products as part of an RFP/RFQ process that have not been certified.

(c)   A bidder that is not qualified for Level 3 or Level 4 may not make any venue alterations such as carpeting, painting, breaking walls, modifying electricity supply. Standard warranty as required to form part of the certification of products may not be unbundled by the supplier or the end-user.

6.2   Suppliers accredited for level 2 solutions

Level 2 suppliers accredited for this level are capable of supplying and installing the next higher level of solution, e.g. ceiling-mount projector with screen, requiring basic installation and cabling skills.

Suppliers for level 2 solutions must adhere to all the following requirements, in addition to all criteria in previous levels.

(a)   Perform mandatory site visits if required by the client as part of the RFP/RFQ process.

(b)   Must be registered with the Compensation Fund.

(c)   Must comply with all applicable occupational health and safety regulations.

(d)   Must supply all test equipment and labour for testing, commissioning and adjustments for the final installation as well as being in attendance and giving assistance for any inspections and tests that the client may require.

(e)   Any cabling installed as part of a solution must be done by a certified technician in accordance with cabling and equipment OEM requirements and AVCT best practices (e.g. ISO standards, BICSI or equivalent guidelines.).

6.3   Suppliers accredited for level 3 solutions

Level 3 suppliers are capable of supplying and installing higher-level solutions requiring basic design, device/AV integration (e.g. basic operation and control systems), with more advanced cabling and installation services. Basic furniture and room integration are required at this level, including minor alterations such as dry-walling and electricity.

Suppliers for level 3 solutions must adhere to all the following requirements, in addition to all criteria in previous levels.

(a)   If electrical alterations must be made as part of the solution, the contractor must have a qualified electrician on staff, who must ensure that the alterations are done according to applicable SABS electrical standards.

(b)   All alterations to buildings or rooms/venues (including cabling, carpeting, painting) must be done in conjunction with DPW or the relevant landlord, and subject to DPW processes and policies.

(c)   In case of PPP buildings that do not allow any alterations by a third party, the RFQ/RFP must make provision for this, and coordination must be done with the building landlord during implementation.

(d)   Bidder must have at least one resource that is OEM-certified to design, install and program control systems from one or more OEMs.

(e)   Professional project documentation, including plans, design schematics and venue layouts must be delivered as part of the project documentation.

(f)   Bidder must have a list with details of at least 2 reference solutions/sites implemented previously.

(g)   Bidder must have available at least 2 resources with the relevant industry certifications or equivalents: e.g. Avixa CTS (Certified Technology Specialist) or related SAQA-recognised certifications such as BICSI or CompTIA.

6.4   Suppliers accredited for level 4 solutions

Level 4 suppliers must be capable of supplying and installing complete, integrated enterprise-level solutions such as organisation-wide AV and VC solutions, including immersive telepresence solutions. Extensive ICT/network integration is required, as well as advanced design, installation and cabling solutions. Solutions are typically organisation-wide and/or countrywide.

Suppliers for level 4 solutions must adhere to all the following requirements, in addition to all criteria in previous levels.

(a)   Bidder must be certified by the OEM/OSM for the products and services being provided.

(b)   Bidder must have certified resources with an industry-recognised design certification (e.g. Avixa CTS-D) available.

(c)   Bidder must have certified resources with an industry-recognised networking certification (e.g. Cisco CCNA).

(d)   Bidder must have a list with details of at least 3 enterprise-class reference solutions/sites implemented previously (e.g. Auditoriums).

(e)   Bidder must have on staff at least 2 resources with the following industry certifications (or equivalents): Avixa CTS (Certified Technology Specialist) or related SAQA-recognised certifications such as BICSI or CompTIA.

7.   Bidder requirements

7.1   Consultants

Bidders for consultation services must adhere to all the following criteria:

(a)   Bidders for consultation services must be certified and/or qualified to provide consultation for brand-independent solutions. Bidder must therefore have skills and experience on products/solutions from at least three competing OEMs to ensure brand independence.

(b)   Bidders for consultation services must have sufficient skills and experience to consult on complex AVCT solutions. The following reference solutions/sites must be available: at least a 20-seat boardroom, or 10-site VC solution.

(c)   Bidders for consultation services must be BICSI-certified or equivalent.

(d)   Consultants of their company or anyone associated with the consultant cannot respond to an RFQ resulting from the work you are reimbursed for.

(e)   Consultant responding to this Request for Accreditation must sign off any proposals.

7.2 Bidder requirements: Architects

Bidders for design services must adhere to all the following criteria.

(a)   Bidders for architecture services must be certified and/or qualified to provide designs for brand-independent solutions. Bidder must therefore have skills and experience on products/solutions from at least three competing OEMs to ensure brand independence. Evidence in the form of training/experience/certifications must be attached.

(b)   Bidders for architecture services must have sufficient skills and experience to design complex AVCT solutions. The following reference solutions/sites must be available: at least a 20-seat boardroom, or 10-site VC solution. Evidence in the form of site references must be attached.

(c)   Bidders for architecture services must be BICSI-certified or equivalent. Evidence in the form of certification must be attached.

(d)   Bidders for architecture services must have an industry recognised networking certification. Evidence in the form of certification must be attached.

(e)   Architects of their company or anyone associated with the consultant cannot respond to an RFQ resulting from the work you are reimbursed for.

(f)   AV/VC Architect responding to this Request for Accreditation must sign off any proposals.

(g)   Bidder must have at least one resource that is certified to design, install and program control systems from one or more OEMs. The following Industry certifications or equivalents will be accepted: e.g Avixa CTS (Certified Technology Specialist) or related SAQA-recognised certifications such as BICSI or CompTIA.

7.3 Bidder requirements: Maintenance providers

Bidders for support and maintenance services must adhere to all the following criteria, in addition to being at least a Level 1 or Level 2 bidder:

(a)   Maintenance (including out-of-warranty services) must be accredited as such by the relevant OEM.

(b)   Warranty supplied as part of a product must be honoured to ensure cost savings. This implies, if a product is still under warranty, government cannot pay for these services again.

(c)   To be a certified maintenance provider, bidders must also be accredited by this accreditation process as at least a Level 2 bidder

(d)   Maintenance providers cannot perform tasks required in Level 3 and Level 4 if not separately accredited for these levels.

8.   Utilisation of the Transversal Contract RFB2009/2022

All public bodies are allowed to make use of this contract. However, Government Departments are specifically required to use the transversal contract as per the SITA Regulations. The list of accredited suppliers is placed on the SITA website, listing suppliers per province as well as per product brand. The list will be refreshed periodically by SITA.

8.1 Engagement of accredited suppliers

a)   A Department will engage directly with prospective suppliers based on a user requirement specification approved by the relevant Department; suppliers must submit quotes based on the user requirement specification.

b)   URS must be drafted as per the guidelines in the **AVCT Deployment Guide**.

c)   Departments must ensure that at least 3 valid quotations are obtained for values less than R1 million. For higher-value projects, all suppliers in the province accredited for the relevant level must be requested to provide quotations.

d)   Departments must ensure that that the appropriate level of supplier is selected in line with the requirement, e.g. Level 1 for supply of products without installation.

e)   Before issuing the RFQ, departments must ensure that they have downloaded the most recent list of accredited service providers from the SITA website.

f)   A Service Provider approved in a specific province/s cannot be used to provide a service in province/s for which they are not accredited, with the one exception, if there are no service providers accredited for this service in the particular province;

g)   The Department must ensure that the selected service provider is accredited in terms of RFB 2009 in the province where the solution is required;

h)   The selected service provider must also be accredited for the product brand in question;

i)   The service provider may only supply products that are SITA-certified in terms of the Technology Certification Process (www.sita.co.za/prodcert.htm). Suppliers must provide the relevant product certificates as part of their quotation response. Departments can verify these certificates by accessing the SITA Product Database at www.sita.co.za/sites/default/files/documents/Product_Certification/SITA_Product_Database.pdf

j)   Where possible, the Department must ensure that when procuring from the transversal contract pricing is fair and reasonable and Departments are to ensure that price reasonability tests are conducted to ensure that prices are at least market related;

k)   The Department selects the specific supplier and enters in a contract where applicable.

l)   Based on the responses received from the RFQ process, a suitable supplier must be selected. Departments must ensure that all relevant procurement prescripts are followed.

m)   Provinces must to procure from suppliers that are accredited for that specific province as per Regulation 15 of the SITA Regulations.

9. Process for Reporting expenditure to SITA

In terms of Regulation 10.11 (b) Departments are required to report their spend on transversal contracts. In order to make this process practical. Departments will be required to report quarterly to SITA in terms of their spend per transversal contract. The reports must be submitted to SCMcontractmanagement@sita.co.za

The Department directly places the order with the selected supplier and furnish a copy of the order to the relevant contract manager of the Agency.