

SITA Framework Agreement

ANNEXURE B: ENGAGEMENT AND GOVERNANCE MODEL

1. PROPOSED ENGAGEMENT AND GOVERNANCE MODEL. – Option A

Purchase/contract through SITA for Software license, Maintenance, Support and Professional Services:

The below option of engagement will go through the following steps:

1. Government Department or Organ of State will work with SITA Customer Relationship Manager (CRM) to draft their Esri licensing or maintenance requirements;
2. Government Department obtains necessary approvals and submits required documentation to SITA CRM (Business case, and bill of material, approval of brand specific);
3. SITA CRM logs the call with Bas;
4. Bas assesses documentation and submit to Demand management (DM)
5. Demand Management submits to Acquisition Management;
6. Acquisition Management follow SCM process.
 - Software Licenses will be procured directly from Esri
 - Professional Services will be procured through the authorised Esri SMME's
7. Esri or the authorised Esri SMME's will deliver required goods and services to the client;
8. Esri or the authorised SMM'E's will invoice accordingly and return invoice to SITA or customer entity after which payment will be affected.

NB: SITA does not enter into an open tender procurement process for procurement of products and services already in the FA. Should the Department do their own procurement process, the Department must submit the quotation to SITA to validate against the FA prior awarding.

2. PROPOSED ENGAGEMENT AND GOVERNANCE MODEL. – Option B

Purchase/contract direct from Esri South Africa for Software license, Maintenance, Support and Professional Services (SITA does pricing verification only):

The below option of engagement will go through the following steps:

- a. Government Department or Organ of State will work with Esri South Africa Account Manager (CRM) to draft their Esri licensing or maintenance requirements.
2. Government Department obtains necessary approvals and requests a quote from Esri South Africa
3. The Government Department or Organ of State will request pricing verification from SITA
4. Software Licenses will be procured directly from Esri upon successful pricing verification
5. Professional Services will be procured through Esri or the authorised Esri SMME's
6. Esri or the authorised Esri SMME's will deliver required goods and services to the client.

Esri or the authorised SMM'E's will invoice accordingly and return invoice to customer entity after which payment will be affected

K.C. Hsu