

H3C FRAMEWORK AGREEMENT (FA) ENGAGEMENT AND GOVERNANCE MODEL

PROPOSED ENGAGEMENT AND GOVERNANCE MODEL

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

The agreed engagement and compliance model will go through the following steps:

- i. Government Department or Organ of State will work with SITA Customer Relationship Manager (CRM) to draft their requirements.
- ii. Government Department obtains necessary approvals and submits required documentation to SITA Customer Relationship Manager (CRM), i.e. Business case, bill of material and approval of brand specific motivation.
- iii. SITA Customer Relationship Manager (CRM) logs the call with BAS (Business Assessment Service);
- iv. BAS assesses documentation and submit to Demand Management (DM).
- v. Demand Management submits to Acquisition Management (AM).
- vi. Acquisition Management follow Supply Chain Management (SCM) process.
- vii. SCM requests a quote from H3C accredited partners, who will quote for items on the tasking letter and/or Bill of Material (BOM);
- viii. The H3C accredited resellers sends the quotes to SCM- Acquisition Management
- ix. SCM – AM validates the quote as per the Framework Agreement agreed discount structure.
- x. SCM – AM obtains approval from Bid Adjudication Committee.
- xi. Award Contract/Purchase Order (PO) to H3C partners.
- xii. H3C accredited resellers will deliver required goods and services to the client.
- xiii. H3C accredited resellers will invoice accordingly and return invoice to SITA or customer entity after which payment will be effected.