



UNIVERSITY OF THE
WITWATERSRAND,
JOHANNESBURG

PROFESSIONAL SERVICES AGREEMENT

TO BE INSERTED

[To be inserted]

entered into between and by

THE UNIVERSITY OF WITWATERSRAND, JOHANNESBURG

and

TO BE INSERTED

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1 APPOINTMENT

The University appoints the Service Provider on a non-exclusive basis to provide the Deliverables described in Annexure B (Scope of Work) and/or outlined in a Project SOW. The Service Provider accepts the appointment and therefore the Parties agree to bind themselves to the terms and conditions contained in this Agreement.

2 STRUCTURE OF THE AGREEMENT

2.1 This Agreement consists of:

2.1.1 The Terms and Conditions;

2.1.2 Annexure A: Contract Data;

2.1.3 Annexure B: Scope of Work;

2.1.4 Annexure C: Fees; and

2.1.5 Project SOW(s);

2.2 In the event of a conflict between the documents comprising this Agreement, such conflict will be resolved in accordance with the order of precedence (in descending order of priority) as follows:

2.2.1 In respect of all provisions (except those related to the Deliverables):

2.2.1.1 The Terms and Conditions;

2.2.1.2 Annexure B: Scope of Work;

2.2.1.3 Annexure C: Fees;

2.2.1.4 Project SOW(s); and then

2.2.1.5 Annexure A: Contract Data;

2.3 In respect of the provisions detailing the Deliverables:

2.3.1.1 Project SOW(s) and Annexure B: Scope of Work;

2.3.1.2 Annexure C: Fees;

2.3.1.3 Annexure A: Contract Data, and then

2.3.1.4 The Terms and Conditions.

No terms in any supplier-issued documentation shall override or amend this Agreement unless expressly accepted in writing by the University

3 INTERPRETATION OF THIS AGREEMENT

3.1 Any reference to any legislation is to such legislation as at the Signature Date and as amended, re-enacted, or substituted from time to time thereafter.

3.2 No provision of this Agreement constitutes a stipulation for the benefit of any person who is not a Party to this Agreement.

3.3 Any provisions of this Agreement which either expressly or by their nature extend beyond the expiration or termination of this Agreement shall survive such expiration or termination.

3.4 The Parties agree that the rule of construction that the Agreement shall be interpreted against the Party responsible for the drafting of the Agreement shall not apply.

3.5 The clause headings in this Agreement have been inserted for convenience only and shall not be taken into account in its interpretation.

3.6 Words and phrases defined in this Agreement shall also apply in the interpretation of the same words and phrases in any Project SOW(s), save where specifically

otherwise indicated.

4 DEFINITIONS

In this Agreement, the following words have the meanings set out below, and derivative words will have corresponding meanings:

4.1 **"Acceptance"** or **"Accepted"** or **"Accept"** means, in respect of the Deliverables, confirmation in writing by the University that the agreed Acceptance Criteria have been satisfied;

4.2 **"Acceptance Criteria"** means the criteria specifically set forth in the Annexure B (Scope of Work) and/or set forth in a Project SOW by which the Deliverables will be evaluated by the University for purposes of determining Acceptance;

4.3 **"Acceptance Period"** means the user Acceptance Test period defined in the Implementation Plan, within which period the University completes the review and Acceptance Testing of the Deliverables and approves the Deliverable(s). Unless a different period is outlined in the Implementation Plan, the acceptance period shall be within 30 (thirty) Business Days after delivery;

4.4 **"Acceptance Test Date"** means the date or dates on which the Acceptance Tests must be conducted, as set out in the Implementation Plan;

4.5 **"Acceptance Testing"** means the suitable and agreed process of achieving Acceptance for a Deliverable;

4.6 **"Agreement"** means collectively, the:

4.6.1 The Terms and Conditions;

4.6.2 Annexure A: Contract Data;

4.6.3 Annexure B: Scope of Work;

4.6.4 Annexure C: Fees;

4.6.5 Project SOW(s); and

4.6.6 any other Annexures attached hereto;

4.7 **"Annexures"** means the Annexures to this Agreement and any annexure agreed by the Parties that is attached hereto from time to time;

4.8 **"Background Intellectual Property"** all Intellectual Property rights in existence before the Commencement Date, as well as Intellectual Property developed by a Party to this Agreement after its commencement and which does not fall within the scope of the definition of Foreground Intellectual Property;

4.9 **"Business Day"** means any day which is not a Saturday, Sunday or official public holiday in the Republic of South Africa in terms of the Public Holidays Act 36 of 1994;

4.10 **"Cabling"** means all copper and fibre Cabling, and all related accessories and minor civil works required to install the cables (such as housing and trunking) and must function according to the standards set out in the Scope of Work and Cabling manufacturer standards

4.11 **"Commencement Date"** of this Agreement means the date specified in section 6 of Annexure A (Contract Data), notwithstanding the Signature Date;

4.12 **"Confidential Information"** is information that:

4.12.1 relates to the Disclosing Party's past, present or future research, development, business activities, products, services, technical knowledge, and personal information regarding any person; and



- 4.12.2 either has been identified in writing as confidential or is of such a nature (or has been disclosed in such a way) that it should be obvious to the other Party that it is claimed as confidential. (As used herein, the Party Disclosing Confidential Information is referred to as the "Disclosing Party" and the Party receiving the Confidential Information is referred to as the "Receiving Party");
- 4.13 **"Contract Data"** means Annexure A (Contract Data) setting out the specific data of this Agreement, which is attached to the Terms and Conditions;
- 4.14 **"Counterfeit Goods"** means any material, component, part, assembly, sub-assembly, product and any other item forming part of the Deliverables in which there is an indication by visual inspection, testing, or other information that it may be a copy or substitute made without legal right or authority or one whose material, performance, identity or characteristics have been misrepresented by the Service Provider, manufacturer or a supplier in the Service Providers supply chain;
- 4.15 **"CPI"** means the average annual rate of change (expressed as a percentage) in the Consumer Price Index for all metropolitan areas as published by Statistics South Africa (or such other index reflecting the official rate of inflation in the Republic of South Africa as may replace it), which annual change shall be determined by comparing the most recently published index with the average index published over the 12 (twelve) months preceding the anniversary of the Commencement Date, and applying the lower of the 2 (two) compared indices;
- 4.16 **"Data Protection Legislation"** means the following legislation:
- 4.16.1 Protection of Personal Information Act 4 of 2013, as amended or substituted; and
- 4.16.2 any such other legislation that is or may be applicable to the protection of Personal Information in South Africa;
- 4.17 **"Deliverable(s)"** means without limitation the Goods, and the Services, as the context may require, and anything incidental, ancillary or complementary thereto, and as set out in detail in Annexure B (Scope of Work) and described in a Project SOW and where relevant includes any Documentation supplied to aid the use thereof;
- 4.18 **"Delivery Date"** means the date of Acceptance by the University that the Deliverables are installed and they function according to the Acceptance Criteria;
- 4.19 **"Defect"** means:
- 4.19.1 A Deliverable which is not fit for the purpose for which it was procured and of suitable quality, or not provided on time and within budget; and/or
- 4.19.2 A defect, error, omission, failure, or inefficiency that impacts the University's ability to use any specific component of a Deliverable; and/or
- 4.19.3 A defect, error, omission, failure, or inefficiency that impacts the technical performance of the University's Information Technology System(s); and/or
- 4.19.4 Non-compliance with Annexure B (Scope of Work) and/or a Project SOW;
- 4.20 **"Documentation"** means the documentation, if any, required for the proper and effective use of the Deliverables;
- 4.21 **"Effective Date"** means the date reflected in any Project SOW as the date upon which the Deliverables listed in such Project SOW will commence;
- 4.22 **"Equipment"** means the equipment described under Goods;
- 4.23 **"Fees"** means the Service Provider's list of fees, expenses, disbursements, rates and prices (whichever is applicable) for the Deliverables and which is attached to the Agreement as Annexure C (Fees) and further set out in the relevant Project SOW;
- 4.24 **"Force Majeure Event"** means the result of an act of god, flood, drought, earthquake or other natural phenomenon, war (declared or undeclared); fire; acts of terrorism; public disaster; governmental enactment, rule or regulation; or any other cause beyond a Party's reasonable control; excluding industrial action of whatever nature or cause (strikes, lockouts and similar) occurring at the Service Provider (or sub-contractor) places of business;
- 4.25 **"Foreground Intellectual Property"** means Intellectual Property created or developed by a Party in the course and scope of this Agreement;
- 4.26 **"Goods"** means
- 4.26.1 the fit for purpose goods described in Annexure B (Scope of Work) and/or a Project SOW;
- 4.26.2 the equipment, machines, hardware, Cabling and UPS, contained in Annexure C (Fees) and/or a Project SOW; and
- 4.26.3 all goods complementary and ancillary thereto to be provided in terms of this Agreement, and where relevant, include any Documentation supplied to aid the use of such goods;
- 4.27 **"Implementation Plan"** means the overall plan set out in a Project SOW;
- 4.28 **"Installation Payment Plan"** means the payment Milestone Dates as contained in a Project SOW ;
- 4.29 **"Installation Site(s)"** means the location and premises where the Equipment/Goods will be installed as set out in a Project SOW;
- 4.30 **"Information Technology System(s)"** means a Party's information and communication technology systems and services, including but not limited to hardware, servers, software, network, infrastructure and any transmissions emanating from or entering the aforementioned;
- 4.31 **"Intellectual Property"** means intellectual capital embodied in any and all technical and commercial information, whether registered or not, including techniques, specifications and formulae, know-how, systems and processes, methodologies, trade secrets, undisclosed inventions, patents, utility models, trade marks, designs, copyright and plant breeders' rights;
- 4.32 **"Key Personnel"** means the Personnel who are able and available to fulfil the requirements of this Agreement, who have the required and necessary skills, expertise, qualifications, knowledge and experience and who are critical for the successful performance of the Deliverables, as named in section 8 of Annexure A (Contract Data);
- 4.33 **"Milestone"** means the scheduled event that indicates the completion of major deliverables of the Project or the date on which payment is due as specified in the relevant Project SOW;



- 4.34 “**Milestone Date**” is the date on which a Milestone is reached as specified in the relevant Project SOW;
- 4.35 “**OCM**” or “**OEM**” means the Original Component/Equipment Manufacturer;
- 4.36 “**Party**” or “**Parties**” means the University or the Service Provider individually and collectively, as the context dictates;
- 4.37 “**Personal Information**” means all information relating to an identifiable natural or juristic person as defined in the Protection of Personal Information Act 4 of 2013;
- 4.38 “**Personnel**” of a Party includes employees, directors, partners, agents, consultants, associates, contractors, sub-contractors, or other representatives of a Party utilised in this Agreement;
- 4.39 “**Precincts**” means any premises owned by or which fall under the management and control of the University and any part thereof;
- 4.40 “**Project**” means the Project SOW(s) describing the Deliverables to be provided in terms of this, including but not limited to the tasks and work, including the delivery of all Services and Goods contained in this Agreement and the Annexures;
- 4.41 “**Project Plan(s)**” means the systematic sequencing and scheduling of the tasks that comprise the Project, as may necessarily be modified and agreed by the Parties, as is contained in a Project SOW;
- 4.42 “**Project SOW**” means a project statement of work for Deliverables concluded under this Agreement in the form as attached hereto as Annexure D, which will be attached hereto from time to time, must be reduced to writing and must be signed by the Parties’ authorised representatives;
- 4.43 “**Representative**” means the duly authorised person named and designated as such in section 9 of Annexure A (Contract Data) or otherwise in writing by a Party;
- 4.44 “**Rules**” the rules, regulations, policies, procedures, practices and standing orders of the University, as amended from time to time;
- 4.45 “**Scope of Work**” means the detailed scope of work attached to this Agreement as Annexure B (Scope of Work);
- 4.46 “**Service Levels**” means the standards and levels of performance expected by the University from the Service Provider in fulfilment of this Agreement, as set out in more detail in Annexure B (Scope of Work) and/or a Project SOW;
- 4.47 “**Service Provider**” means the Party detailed in section 5 of Annexure A (Contract Data);
- 4.48 “**Services**” means the supply, installation, commissioning, performance of tasks, project planning, and support and maintenance of the Goods, and training, knowledge and skills transfer, that the Service Provider provides, as more fully described in Annexure B (Scope of Work) and/or a Project SOW and all services complementary and ancillary thereto to be provided in terms of this Agreement, and where relevant includes any Documentation supplied to aid the use of such services;
- 4.49 “**Signature Date**” means the date on which this Agreement is signed by the last Party to do so;
- 4.50 “**Site(s)**” means the location and premises asset out in Annexure B (Scope of Work) and/or a Project SOW;
- 4.51 “**Site Surveys**” are assessments at the Site and the resulting reports are done by the Service Provider, in accordance with the provisions of Annexure B (Scope of Work) and/or a Project SOW, which provide an accurate record of:
- 4.51.1 finalise the required Goods,
- 4.51.2 associated Services, including details of required electrical, air conditioning, ICAM and minor civil works necessary to accommodate the Goods, and
- 4.51.3 recommendations on which Goods can be retained in productive service without being replaced.
- 4.52 “**Solution**” and the “**Network and Security Infrastructure**”, or parts thereof, have the same meaning;
- 4.53 “**Storage Site(s)**” means the location and premises where the Equipment/Goods are stored as set out in Annexure B (Scope of Work);
- 4.54 “**Termination Date**” means the date specified in section 6 Annexure A (Contract Data);
- 4.55 “**Terms and Conditions**” means these terms and conditions contained in this document;
- 4.56 “**University**” means the Witwatersrand, Johannesburg, a public higher education institution recognised as such in terms of the Higher Education Act 101 of 1997;
- 4.57 “**Workshops**” means the low-level design and planning workshops conducted jointly by the appropriate senior technical Personnel of the Service Provider and the University. The Service Provider must produce all editable low-level design documents for the relevant components of the Network and Security Infrastructure, which will be presented to the University for review and approval as appropriate;
- 4.58 “**VAT**” means the value-added tax levied by the South African Revenue Services on the supply of goods and services in terms of the Value Added Tax Act 89 of 1991.
- 5 THE CONTRACTING STRUCTURE**
- 5.1 This Agreement will provide the overall standard terms and conditions upon which the University will contract with the Service Provider for the provision of the Deliverables.
- 5.2 For each Project, there will be a specific Project SOW annexed hereto, which will be conducted in accordance with the terms of this Agreement. The Project SOW will form an integral part of this Agreement and must be duly signed by the Parties.
- 5.3 Each Project SOW shall constitute a separate and divisible relationship between the relevant Parties thereto.
- 5.4 Should any Project SOW be terminated for any reason whatsoever, whether due to a breach thereof by either Party or otherwise, such termination shall not affect the continuation or enforceability of this Agreement or any other Project SOW.
- 5.5 No Party shall be entitled to enforce its rights in a Project SOW by withholding performance or applying set-off under another Project SOW.
- 6 TERM**
- 6.1 Duration of the Agreement**
- 6.1.1 This Agreement commences on the Commencement Date and terminates on the



	Termination Date, unless terminated earlier as provided in this Agreement.		and/or a Project SOW;
6.1.2	Notwithstanding the provisions of clause 6.1 above, the University may terminate this Agreement and/or a Project SOW on 1 (one) month's written notice to the Service Provider.	9.1.3	designate a Representative, who will be responsible for liaising with the University's Representative at all times in respect of the provision of the Deliverables and who will supervise the Personnel responsible for the Deliverables, as may be required;
6.2	Duration of the Project SOW(s)		
6.2.1	The Effective Date and duration of each Project will be stated in the relevant Project SOW.	9.1.4	do all that is reasonably necessary within the course and scope of the Agreement and/or a Project SOW to prevent or minimise the risk of loss or damage to University property, including its Information Technology System, and injury to persons;
6.2.2	Should any Project SOW be terminated for any reason whatsoever, whether due to a breach thereof by either Party or otherwise, such termination shall not affect the continuation or enforceability of this Agreement or any other Project SOW. The Parties agree that any Project SOW entered into shall not exceed the Termination Date and will run concurrently with the term of the Agreement.	9.1.5	co-operate and consult with other suppliers of the University, should it be necessary for purposes of ensuring the delivery of the Deliverables in a seamless manner.
6.2.3	Each Project SOW to this Agreement may be renewed for a further period, provided that the total duration of the Project SOW is no greater than the duration of this Agreement.	9.2	The Service Provider will (and will always ensure the same from its Personnel):
7	NATURE OF RELATIONSHIP	9.2.1	act in accordance with the lawful instructions of the University;
7.1	The Service Provider will provide the Deliverables to the University as an independent contractor, and nothing in this Agreement and/or a Project SOW will be construed as creating any relationship of agency, employment, partnership, joint venture or similar relationship between the University and the Service Provider.	9.2.2	generally displays in its relationship and interaction with the University, the utmost good faith;
7.2	Neither Party shall have the authority to, nor shall it represent that it has the authority to obligate or bind the other in any manner whatsoever.	9.2.3	not exceed the express or implied limits of the authority attendant to its appointment in terms of this Agreement and/or a Project SOW;
7.3	The Service Provider specifically acknowledges and agrees that this Agreement and/or a Project SOW does not constitute an undertaking by the University that it will procure minimum or any quantities and/or any guaranteed volumes of the Deliverables from the Service Provider in future under this Agreement and/or a Project SOW.	9.2.4	not perform its responsibilities hereunder with actual knowledge that the manner in which such responsibilities are performed would cause the University to be in violation of any applicable laws;
8	RESPONSIBILITIES OF THE UNIVERSITY	9.2.5	comply with the Rules;
8.1	The University will, subject to the Rules:	9.2.6	provide the Deliverables without causing any interruption or disturbance to everyday client or student activities, including but not limited to the academic processes such as lectures, study, research, conducting practical classes or writing examinations;
8.1.1	provide the Service Provider with such access to the Precincts and/or Information Technology Systems (where applicable) as is reasonably necessary to allow the Service Provider to fulfil its obligations in terms of this Agreement and/or a Project SOW;	9.2.7	inform the University in writing of every failure, which could result in a position where the Service Provider is unable to fulfil its obligations in terms of this Agreement; and/or a Project SOW
8.1.2	provide the Service Provider with an area located at the Installation Site for purposes of its day-to-day operations relating to a Project; and	9.2.8	use best endeavours not to engage in activities which would detract from the proper performance of its duties in terms of this Agreement and/or a Project SOW; and
8.1.3	pay the Service Provider as provided for in clause 24 of this Agreement and/or a Project SOW.	9.2.9	ensure that it avoids any appointment or circumstances which may reasonably result in any conflict between its interests and those of the University.
9	RESPONSIBILITIES OF THE SERVICE PROVIDER	9.3	The Service Provider agrees that it must use the area described in clause 8.1.2 in a manner consistent with the Rules, must ensure that it is maintained in accordance with good housekeeping principles, used exclusively for purposes as described in this Agreement, and is always available for inspection by the University.
9.1	The Service Provider will:	9.4	If the University provides the Service Provider with keys for access to the area described in clause 8.1.2, the Service Provider shall observe the necessary care and responsibility for their safekeeping. The Contractor shall ensure that keys are not misused or used to allow access by unauthorised persons.
9.1.1	deliver the Deliverables which are fit for the purpose required by the University on time, within budget, with reasonable care and skill, and in accordance with the Service Levels;	9.1	When procuring the Goods and/or Services in
9.1.2	assign Personnel who are sufficiently qualified and competent both in numbers and skill to provide the Deliverables and ensure the due and proper performance of its obligations under this Agreement		



connection with this Agreement, the Service Provider must endeavour to source them locally where possible. If the Goods and/or Services are not readily available locally, the Service Provider must:

- 9.1.1 provide evidence of its efforts to source the Goods and/or Services locally (where applicable);
- 9.1.2 immediately inform the University of its intention to source the Goods and/or Services internationally (where applicable);
- 9.1.3 advise the University of the operational and financial impact and risks associated with the international sourcing strategy;
- 9.1.4 provide a detailed itemised list, cost analysis and calculation on how much the pricing of the Goods and/or Services will increase by; and
- 9.1.5 not unilaterally source the Goods and/or Services internationally.

10 PERSONNEL

- 10.1 The Parties shall each nominate a Representative responsible for the overall management, execution, and oversight of this Agreement, who will:
 - 10.1.1 consult with each other on reasonable notice on matters relating to the Agreement and/or a Project SOW;
 - 10.1.2 engage with each other to ensure that day-to-day decisions and approvals with respect to the Agreement and/or a Project SOW are made timeously;
 - 10.1.3 oversee the management of the Agreement and/or a Project SOW in line with the provisions of clause 13 below, including oversight of the activities and responsibilities of the Key Personnel;
 - 10.1.4 accept all notices and correspondence relating to the Agreement and/or a Project SOW; and
 - 10.1.5 ensure the execution of any administrative or compliance-related matters under this Agreement and/or a Project SOW.
- 10.2 The Service Provider must inform the University of the names of its Representative, Personnel and/or Key Personnel authorised to provide the Deliverables. The University may object on reasonable grounds to any such person assigned. Upon receipt of such objection, the Service Provider must immediately assign an alternative Personnel to act on its behalf.
- 10.3 The Service Provider acknowledges that the provision of Key Personnel and a Representative by the Service Provider, as specified in the Agreement and/or a Project SOW, is critical to the Agreement and/or a Project SOW.
- 10.4 If any of the Service Provider's Key Personnel are unavailable at any time, the Service Provider may provide a reasonable substitute, provided the Parties agree that such a substitute is suitable for the intended position.
- 10.5 The University shall not be liable to the Service Provider for any delay or failure to provide the Deliverables either at all or in a timely manner, where such delay or failure is attributable to a breach by the Service Provider resulting from non-fulfilment by the Service Provider of its obligations under this clause 10.
- 10.6 The Service Provider accepts full responsibility for its Personnel's actions and will ensure that such actions at

no time place the Personnel or property, including the Information Technology Systems, of the University in danger.

11 SUB-CONTRACTING

- 11.1 The Service Provider acknowledges that the University prefers to contract directly with all service providers.
- 11.2 The Service Provider shall not sub-contract any of its responsibilities or obligations in terms of this Agreement and/or a Project SOW, without the prior written consent of the University in each instance. Such consent does not relieve the Service Provider of any of its obligations. The Service Provider remains responsible to the University for the fulfilment of its obligations and responsibilities in terms of this Agreement and/or a Project SOW, and it is responsible for the acts and omissions of its sub-contractor as if such are the acts and omissions of the Service Provider.
- 11.3 If the Service Provider seeks to sub-contract any of its obligations in terms of this Agreement and/or a Project SOW, the University reserves the right to offer any other of the University's preferred service providers the opportunity to provide the sub-contracted services.
- 11.4 The Service Provider must ensure that any guarantees, warranties, or other undertakings given by a sub-contractor are transferable to the University and warrants that such guarantees will, on notice from the University, be transferred to the University.
- 11.5 The Service Provider must ensure that each sub-contractor complies with all the terms of this Agreement and/or a Project SOW as if it were the Service Provider.
- 11.6 If the University consents to the Service Provider entering into a sub-contract in terms of clause 11.2 the provisions of this Agreement and/or a Project SOW will be applicable *mutatis mutandis* to the contract between the Service Provider and such sub-contractor.
- 11.7 The Service Provider hereby warrants and undertakes that its sub-contractors will comply with and will not breach any obligations of the Service Provider in terms of the Agreement and/or Project SOW and that all the provisions of the Agreement and/or Project SOW relating to any sub-contractor will be expressly reflected in the sub-contracts.
- 11.8 In the event of the Service Provider utilising the services of a sub-contractor, the University will make payment directly to the Service Provider as per clause 24 and the Service Provider agrees that liability and responsibility for any payment due to the sub-contractor shall lie with the Service Provider, and no third party will be entitled to seek payment directly from the University for Deliverables to the University.
- 11.9 The Service Provider shall stand as surety and co-principal debtor with any of its appointed sub-contractors for the due fulfilment of its obligations.
- 11.10 Any breach by the sub-contractor of the terms of this Agreement and/or a Project SOW shall be deemed to be a breach by the Service Provider.

12 WARRANTIES

- 12.1 The persons signing this Agreement and/or a Project SOW on behalf of a Party expressly warrant their authority to do so.
- 12.2 The Service Provider warrants and represents that:
 - 12.2.1 it holds absolute legal and beneficial title in and to the Deliverables and has the unfettered right to



- provide them and to pass unencumbered right and/or title to University;
- 12.2.2 it has the necessary skills, qualifications, expertise, finance, Personnel, capacity, knowledge, experience, resources, equipment and infrastructure to provide the Deliverables as required by the Agreement and/or a Project SOW;
- 12.2.3 it is a member of all professional and other bodies as may be required by applicable legislation and/or relevant industry regulations pertaining to its business, and that such membership is current and valid and will be maintained for the duration of the Agreement and/or a Project SOW;
- 12.2.4 it holds, and will hold throughout this Agreement, all licences, certificates, permits, consents, approvals and authorities required to perform its obligations pursuant to this Agreement and/or a Project SOW;
- 12.2.5 in fulfilling its obligations under this Agreement, it will not infringe the intellectual property rights of any third party;
- 12.2.6 ensure that the University has the full benefit of any OCM/OEM warranties that may attach to the Deliverables (i.e. the full flow through warranty including, but not limited to, any support and maintenance which may necessarily extend beyond the duration of this Agreement and/or a Project SOW); it has the requisite authority to make such an undertaking and warranty on behalf of the OCM/OEM; and the Service Provider agrees to pursue any OCM/OEM warranties on the University's behalf if the University so requests;
- 12.2.7 it will comply with all applicable legislation in performing its obligations pursuant to this Agreement and/or a Project SOW, including but not limited to:
- 12.2.7.1 the Compensation for Occupational Injuries and Diseases Act 140 of 1993 ("COIDA"). The Service Provider will, upon request by the University, produce written proof of its registration and good standing with the Compensation Commissioner, as defined in the COIDA;
- 12.2.7.2 the Occupational Health and Safety Act 85 of 1993 ("OHSA"). The Service Provider will in terms of section 37(2) of the OHSA, be deemed to be an employer in its own right with duties prescribed in the OHSA and undertakes to procure that all work will be performed, and all equipment will be used in accordance with the provisions of the OHSA and any Regulations issued in terms of the OHSA. It is recorded that the Service Provider's Chief Executive Officer (or equivalent officer) accepts the duties and responsibilities set out in section 16 of the OHSA;
- 12.2.7.3 the Basic Conditions of Employment Act 75 of 1997 ("BCEA");
- 12.2.7.4 the Labour Relations Act 66 of 1995 ("LRA");
- 12.2.7.5 the Data Protection Legislation; and
- 12.2.7.6 all taxation legislation in respect of any taxes and levies which the government of the Republic of South Africa or any other authority may from time to time impose or increase. Where applicable, unless the Service Provider can provide the University, on reasonable request by the University, with satisfactory proof that it is not an employee or personal service provider, as defined in the Fourth Schedule to the Income Tax Act 58 of 1962, the University may withhold employee's tax from the remuneration payable by the University to the Service Provider in terms of this Agreement and/or a Project SOW in accordance with the rates prescribed by the Income Tax Act at the entire risk and cost of the Service Provider. The Service Provider must immediately, and in any event, before accepting any payments from the University, notify the University of any change of fact or circumstance that affects or may affect the University's liability to deduct employees' tax from payments made in terms of the Income Tax Act. For these purposes, "taxation" includes SITE and PAYE, VAT, all other forms of duties or taxation, taxation in respect of any assessment of taxation and any penalties or interest;
- 12.2.8 it has not committed an act of insolvency as contemplated in section 8 of the Insolvency Act 24 of 1936;
- 12.2.9 it has full power and authority to accept its appointment as set out in clause 1 and perform its obligations pursuant to this Agreement and/or a Project SOW;
- 12.2.10 it is, and shall remain throughout the duration of the Agreement and/or a Project SOW, the employer of all individuals who may work for the Service Provider in providing the Deliverables, and the Service Provider shall be solely responsible for the remuneration, insurance and other obligations in respect of its Personnel.
- 12.3 A breach of any of the undertakings and/or warranties as set out in this Agreement and/or a Project SOW will be deemed to be a material breach of the Agreement, entitling the University to terminate the Agreement, subject to the provisions of clause 25. A termination under this clause 12 will be without prejudice to any of the University's rights.
- 12.4 The warranties contained in this Agreement and/or a Project SOW are in addition to any other express, implied and/or statutory warranties applicable to the Deliverables.
- 13 CONTRACTUAL MANAGEMENT**
- The Parties agree that the contract management protocol for this Agreement is set out in Annexure B (Scope of Work) and/or a Project SOW.
- 14 ACCEPTANCE**
- 14.1 Where applicable, the University has the right to inspect the Deliverables prior to Accepting the Deliverables.
- 14.2 It is specifically recorded that the Parties intend for each Deliverable to undergo Acceptance Testing, based on the Acceptance Criteria, as set out in Annexure B (Scope of Work) and/or a Project SOW.
- 14.3 The Service Provider will provide at its cost such materials and facilities reasonably necessary for the conduct of the Acceptance Testing.
- 14.4 In the event that the Service Provider unreasonably withholds or delays any Acceptance Testing procedures, the University shall be entitled but not obliged to cancel this Agreement and/or a Project SOW.
- 15 RISK AND TITLE**



15.1 Risk of loss and damage shall pass to the University upon delivery of the Equipment/Goods to its Precincts or the Storage Site(s).

15.2 Notwithstanding clause 15.1, the Service Provider must ensure that the Equipment/Goods:

15.2.1 is not damaged in any way; and

15.2.2 at all times, including and during unpackaging, dismantling, installation, configuration, and commissioning, comply with all applicable safety regulations and legislation and have been inspected for safety and technical purposes by a duly qualified person; and

15.2.3 is insured and protected from damage. The Service Provider agrees that University will not be liable for any loss or damage, howsoever arising, of the Equipment/Goods utilised by the Service Provider or anyone acting for or on its behalf at the Installation Site(s), Storage Site(s), and Precincts or in transit from or to the Site(s), Storage Site(s), and Precincts.

15.3 Title shall pass to the University upon payment as more fully set out in Annexure C: Fees and/or a Project SOW.

16 DEFICIENCIES IN PERFORMANCE

16.1 A Party who becomes aware of any Defect will notify the other Party within 7 (seven) Business Days after becoming aware of the Defect.

16.2 Within 7 (seven) Business Days after becoming aware thereof or such other time frame as may be agreed in writing between the Parties, the Service Provider will correct and repair any Defect in a Deliverable which prevents the Deliverable from conforming to the requirements of this Agreement and/or a Project SOW and performing as warranted, at no cost to the University.

16.3 Where required by the University, the Service Provider will provide the University with a replacement Deliverable for the time that the affected Deliverable is being repaired so as to prevent unexpected interruptions in its own day-to-day operations and business.

16.4 In the event that the Service Provider is unable to repair an affected Deliverable as required, it shall replace the Deliverable at no additional cost to the University.

16.5 If the Service Provider is unable or unwilling to correct or repair a Defect or replace a Deliverable within the period as set out in clause 16.2, the University may, in addition to any other rights or remedies it may have at law, by itself or through a third party correct or repair the Defects or re-perform or replace the non-conforming Deliverables at the Service Provider's expense, or require the Service Provider to provide the University with a refund for all Deliverables which do not conform or perform as warranted or are not fit for the purpose for which they were procured.

16.6 The Service Provider is responsible for the costs of repairing, replacing or correcting nonconforming Deliverables, and for all related costs, expenses and damages including, but not limited to, the costs of removal, disassembly, failure analysis, fault isolation, reinstallation, re-inspection, and retrofit of the nonconforming Deliverables of the University's affected end-product; all freight charges; all customer charges; and all other corrective action costs (including costs of additional inspection or quality-control systems). Unless set off by the University, the Service Provider will

reimburse the University for all such costs upon receipt of the University's invoice.

16.7 Unless agreed otherwise between the Parties in writing, the Service Provider will continue to provide the Deliverables until the University is satisfied that the Deliverables are fit for the purpose for which they were procured, of suitable quality and that the Deliverables do not contain any Defects.

17 UNIVERSITY PRECINCTS AND PROPERTY

17.1 All Personnel, guests, invitees, or any other persons acting on behalf of the Service Provider may only come onto the Precincts for the purposes of fulfilling the Service Providers' obligations under the Agreement and/or a Project SOW, and for no other purpose, without the prior written consent of the University.

17.2 Whenever any of the Service Provider Personnel or any person acting on its behalf is present on the Precincts, the Service Provider will ensure that such person(s) comply with all applicable Rules, including but not limited to:

17.2.1 the carrying of weapons, which is strictly prohibited;

17.2.2 the wearing of identification tags and the possession and use of access cards, which are required at all times whilst on the Precincts;

17.2.3 occupational health, safety and emergencies practices and protocols;

17.2.4 the security of the Precincts and the protection of persons and property thereon;

17.2.5 the driving and parking of vehicles on or about the Precincts;

17.2.6 the utilisation of the University's amenities and facilities;

17.2.7 the prohibition or restriction of activities and practices which are actually or potentially detrimental to the interests of the University;

17.2.8 any reasonable instructions received from the University; and

17.2.9 any and all other applicable requirements prescribed by the University from time to time.

17.3 Where applicable, the Service Provider will pay to the University any charges levied by the University for the use or purchase of access cards and vehicle parking permits.

17.4 The University may require the Service Provider to effect the immediate removal from the Precincts of any Personnel of the Service Provider if the University, on reasonable grounds, deems it in the best interests of the University that such person is removed. The Service Provider will ensure that such a person does not return to the Precincts without the University first having given the Service Provider its written consent. Removal by the Service Provider of such person(s) will not be a ground for any relaxation of the Service Provider's obligations under the Agreement and/or a Project SOW.

17.5 The University reserves the right, at any given time and without prior warning, to search any or all vehicles and baggage and containers entering or exiting the Precincts. The University reserves the right to screen all movable property brought onto the Precincts by the Service Provider or its Personnel.

17.6 No gatherings by the Service Provider's Personnel will be allowed on the Precincts.



17.7 The Service Provider agrees that it will not remove any property of whatever nature from the Precincts without the prior written permission of the University.

17.8 All right and title in any plant, equipment, tools, appliances or other property and items that the University provides to the Service Provider to enable the Service Provider to fulfil its obligations in terms of this Agreement and/or a Project SOW remains the University's property and must only be used for the purposes of fulfilling the Service Provider's obligations. Upon termination of this Agreement and/or a Project SOW, the Service Provider undertakes to return any plant, equipment, tools, appliances or other property and items utilised by it to fulfil its obligations in terms of this Agreement and/or a Project SOW to the University.

17.9 The Service Provider agrees at all times to keep the University's property in good order and condition, subject, in certain specified cases, to fair wear and tear.

17.10 The Service Provider acknowledges and agrees that it is responsible and must compensate the University for any loss or damage to the University's property by the Service Provider, its Personnel, its sub-contractors or any other third party utilised by the Service Provider.

18 DOCUMENTATION

18.1 The Service Provider shall provide the University with all information required in order to enable the University to understand, use and operate the Deliverables (including but not limited to installation, commissioning, operation and maintenance) and all revisions and updates to such information, from time to time.

18.2 The University shall have the right to copy, reproduce and generally use the Documentation for the purpose as set out in this Agreement and/or a Project SOW and the implementation, use and operation of the Deliverables.

18.3 The right to copy, reproduce and use the Documentation referred to in clause 18.2 shall also extend to the University's sub-contractors and third-party suppliers, provided that such use is required for the purposes of providing services to the University.

18.4 The Service Provider warrants that such reproduction and use of the Documentation will not infringe any of its or any third party's intellectual property rights.

19 CONFIDENTIALITY

19.1 The Parties acknowledge that in terms of this Agreement and/or a Project SOW, they may have access to each other's Confidential Information. Each of the Parties agree that neither it nor any of its Personnel will at any time disclose or use, directly or indirectly, any Confidential Information of the other Party unless the Receiving Party first obtains written consent from the Disclosing Party or unless required by law or the lawful order of a court or governmental agency to do so. In this event, the Receiving Party will immediately give written notice to the Disclosing Party so that the Disclosing Party may seek a protective order or other remedy from the court or governmental agency.

19.2 Each of the Parties will with respect to the Confidential Information:

19.2.1 will ensure that all reasonable security measures, and at least the same steps that it takes for the purposes of protecting its own proprietary and Confidential Information, are taken in order to safeguard the other Party's proprietary and Confidential Information from unauthorised access

or use;

19.2.2 inform its Personnel of the confidentiality restraint set out in this clause 19 and ensure that they are subject to the same confidentiality undertaking;

19.2.3 restrict disclosure of Confidential Information to its Personnel who have a need to know such Confidential Information in order to provide the Deliverables;

19.2.4 ensure that its Personnel exercise care appropriate for the protection of the Confidential Information;

19.2.5 upon request by the Disclosing Party, promptly deliver any and all records containing Confidential Information which is in the possession or control of the Recipient, its Personnel.

19.3 Except as expressly provided to the contrary elsewhere in this Agreement, the Parties will not acquire any proprietary or any other rights to any of the other Party's Confidential Information.

20 INTELLECTUAL PROPERTY

20.1 The ownership of rights in and to all Background Intellectual Property will be and remains unaffected by this Agreement.

20.2 The University grants the Service Provider a non-exclusive, non-transferable, revocable, royalty-free licence to use the University's Background Intellectual Property solely to the extent necessary to enable the Service Provider to comply with its obligations hereunder.

20.3 Foreground Intellectual Property in the Deliverables, including but not limited to all specific documentation, manuals, designs, reports and plans specifically created or developed by the Service Provider in the course and scope of this Agreement and/or a Project SOW, is owned by the University.

20.4 Unless otherwise agreed, where such Foreground Intellectual Property incorporates the Service Provider's Background Intellectual Property, the Service Provider hereby grants to the University (including its third party service providers) a royalty-free, perpetual, non-exclusive licence to perform any lawful act, including the right of use of the Service Provider's Background Intellectual Property.

20.5 The Service Provider agrees to execute any documents or take any other actions as may reasonably be necessary, or as the University may reasonably request in writing, to perfect the University's ownership of the Foreground Intellectual Property.

20.6 Any sub-contract the Service Provider enters into in relation to this Agreement and/or a Project SOW must contain a condition that the sub-contractor agrees to assign to the University all rights in any Foreground Intellectual Property created by it for the purposes of this Agreement and/or a Project SOW.

20.7 The Service Provider shall not use the University's names, trade marks, logos or other Intellectual Property in publicity releases, publications, advertising materials or in any other manner, without the prior written consent of the University in each instance.

20.8 The Service Provider shall not use, register or attempt to register any trade marks, company, business or trading names or domain names which are identical, similar to or which incorporate the University name, trade marks and logos, without the University's prior written consent; and



20.9 The Service Provider acknowledges and accepts that it shall not acquire, nor claim, any right, title or interest in or to the University name and logos or the goodwill attaching to them by virtue of this Agreement and/or a Project SOW.

21 DATA PROTECTION

21.1 In performing its obligations under this Agreement and/or a Project SOW, the Parties shall:

21.1.1 comply with the provisions of the Data Protection Legislation insofar as it is applicable to this Agreement and/or a Project SOW;

21.1.2 not process Personal Information for any purpose other than that which may be required to perform its obligations under this Agreement and/or a Project SOW and ensure that such processing will not place the other Party in breach of any Data Protection Legislation;

21.1.3 only act on the express instructions of the University in collecting, processing and utilising any Personal Information (and for avoidance of doubt, this Agreement and/or a Project SOW shall constitute such instructions);

21.1.4 not disclose or otherwise make available any Personal Information to any third party other than authorised Personnel or sub-contractors who require access to such Personal Information strictly in order for the Service Provider to carry out its obligations pursuant to this Agreement and/or a Project SOW, and ensure that such Personnel and any other persons that have access to the Personal Information are bound by appropriate and legally binding confidentiality and non-use obligations in relation to the Personal Information.

21.2 The Service Provider must be responsible for establishing and maintaining an information security system that is designed to:

21.2.1 ensure the security and confidentiality of all Personal Information and any University information (including any back-ups, where applicable) by the use of encryption for such information at transit and rest;

21.2.2 protect against any anticipated threats or hazards;

21.2.3 protect against unauthorised access to, disclosure or use of any University information;

21.2.4 ensure the proper separation of information belonging to the University from any third party information;

21.2.5 where appropriate, ensure the proper disposal of information belonging to the University;

21.2.6 preserve the integrity of any information belonging to the University and prevent the corruption, destruction, or loss of such information at all times; and

21.2.7 ensure that all sub-contractors of the Service Provider, if any, comply with the provisions of this clause 21.

21.3 The Service Provider will report to the University orally and confirm in writing any actual and/or suspected breaches, such as security incidents, unauthorised access, or disclosure of Confidential and/or Personal Information, immediately upon discovery of the unauthorised disclosure, but in no event more than 2 (two) days after the Service Provider reasonably

believes there has been such unauthorised use or disclosure.

21.4 Where the Service Provider (including the Service Provider's Personnel) is given access (whether direct or remote) to any University Information Technology Systems under or in connection with the Agreement and/or a Project SOW, the Service Provider shall (and shall ensure that the Service Provider's Personnel):

21.4.1 comply with the Rules, requirements or other instructions of the University or, where applicable, the University's third party suppliers, regarding use of such University Information Technology Systems;

21.4.2 only use the University Information Technology Systems in connection with the proper delivery of the Deliverables;

21.4.3 not permit any other individual or entity to access the University Information Technology Systems;

21.4.4 upon the University's request, immediately cease access to and use of any University Information Technology Systems and return all University Information Technology Systems (and associated documentation) to the University; and

21.4.5 not reverse engineer, deconstruct, decompile, deactivate or disable any University Information Technology Systems or introduce any viruses or other similar code, or take any other action that would cause any damage or harm to any Information Technology Systems of the University.

21.5 The Service Provider warrants that it will use commercially reasonable efforts:

21.5.1 To ensure that no viruses or similar items are coded or introduced into the systems or University Information Technology Systems used to provide the Services;

21.5.2 not to introduce or code any viruses or similar items into any University Information Technology Systems.

21.6 If a virus or similar item is found and the presence of same is due to the Service Provider's reckless or negligent act or omission, the Service Provider must reduce the effects of the virus or similar item and, if the virus or similar item causes loss of operational efficiency or loss of data, the Service Provider must mitigate and restore such losses as the University may reasonably request. Work required under this clause 21.6 will be considered part of the Services and the Contractor must perform such work without adjustment to the Fees.

21.7 The Service Provider warrants that it will not knowingly or as a result of recklessness or negligence insert, or allow third parties to insert, or allow third parties to insert, into the software any code that is deliberately designed to disable or otherwise shut down all or any portion of the Deliverables.

22 RECORDS AND AUDIT

22.1 The Service Provider shall keep and maintain both during the term of the Agreement and/or a Project SOW and for up to 5 (five) years following termination or expiry of the Agreement and/or a Project SOW, full and accurate records of its performance of the Agreement and/or a Project SOW.

22.2 The Service Provider shall, on request, afford the University, the University's auditors, or its duly



authorised representatives such access to those records as may be required in connection with the Agreement and/or a Project SOW.

23 PENALTIES

23.1 In the event that the Service Provider fails to meet any of the obligations contained in the Agreement and/or a Project SOW, the Service Provider shall be liable to compensate the University for penalties as stipulated in Annexure B (Scope of Work) and a Project SOW.

23.2 To the extent that any provision of the Agreement and/or a Project SOW is considered to be, or qualifies as, a penalty stipulation in terms of the Conventional Penalties Act 15 of 1962, as amended:

23.2.1 the Agreement shall not be construed or interpreted in such a way as entitling the University to recover both damages and the penalty;

23.2.2 the University shall be entitled to recover damages in lieu of the relevant penalty;

23.2.3 the University shall not be obliged to accept defective or delayed performance by the Service Provider; and

23.2.4 the Service Provider acknowledges and agrees, having taken account of the prejudice that will be suffered by the University, that the penalty stipulation is fair and equitable in the circumstances.

24 FINANCIAL TERMS

24.1 Fees:

24.1.1 The Fees, as set out in Annexure C (Fees) and/or a Project SOW, consist of the Service Provider's charges, in respect of the Deliverables, the payment terms and any Fee adjustments, annual increases and/or exchange rate provisions.

24.2 Administration Process:

24.2.1 The Service Provider must ensure that supporting documents have been approved by the University and are annexed to the invoice. Payment will be made against invoices submitted by the Service Provider.

24.2.2 On condition that the University is satisfied that the Service Provider has:

24.2.2.1 Met its responsibilities as set out in the Agreement; and/or a Project SOW and

24.2.2.2 provided the Deliverables in accordance with the provisions of Annexure B (Scope of Work) and/or a Project SOW; and

24.2.2.3 met the Acceptance Criteria in providing the Deliverables; and

24.2.2.4 provided Deliverables that are fit for the purpose for which they were procured, of suitable quality and within budget as set out in Annexure C (Fees) and/or a Project SOW; and

24.2.2.5 the University has approved the payment of the amounts reflected on an invoice,

then the University will settle the invoice within 30 (thirty) days after presentation.

24.2.3 The University will, as soon as practically possible, notify the Service Provider of any incorrect or disputed invoice, and once resolved between the Parties, will pay the undisputed amount.

24.2.4 Fees, including those charges, damages and penalties described in this Agreement and/or a Project SOW, to be paid by or retained from the Service Provider may, at the University's option, be set off against any amounts due and payable by the University to the Service Provider.

24.2.5 Subject to the provisions of clause 24.2.2, the University will effect payment by direct or electronic deposit into the nominated account of the Service Provider, stipulated on its invoice.

24.2.6 Where applicable and in the event of the Service Provider's Personnel become involved in any strike, stay-away or other action, where no, or only partial service is rendered, the Fees for the period concerned shall be adjusted accordingly and the Service Provider shall present revised invoices for payment at the end of the month in which the partial or no service, as the case may be, was rendered.

24.2.7 The Service Provider agrees that the University will deduct from the amount due by it in terms of this Agreement and/or a Project SOW, or any other amount that it is required by law to deduct.

24.3 The Service Provider agrees that it will, during the term of the Agreement, pass any and all OEM discount(s), including but not limited to educational discounts on onto the University.

25 BREACH AND TERMINATION

25.1 Should a Party commit a material breach of the Agreement or a Project SOW, then the aggrieved Party will be entitled to require the defaulting Party to remedy the breach within 7 (seven) Business Days of delivery of a written notice requiring it to do so, or within any other reasonable period agreed to between the Parties.

25.2 If the defaulting Party fails to remedy such breach within the period specified in the breach notice, the aggrieved Party will be entitled to cancel this Agreement and/or Project SOW and to claim damages, alternatively to claim immediate specific performance of the defaulting Party's obligations. The foregoing is without prejudice to such other rights as the aggrieved Party may have in law.

25.3 If the Service Provider fails to comply with the terms of the Agreement and/or a Project SOW, the University will be entitled, without prejudice to any of its rights in terms of this Agreement and/or a Project SOW or in law, to:

25.3.1 withhold all payments due and payable to the Service Provider until such time as the Service Provider has provided the Deliverables to the satisfaction of the University, or

25.3.2 engage a third party to provide the Deliverables which the Service Provider has failed to perform properly or at all, and the cost thereof shall be the responsibility of the Service Provider which may be deducted from any amount that may otherwise be due to the Service Provider under the Agreement and/or a Project SOW.

25.4 The University will be entitled to terminate this Agreement and/or a Project SOW with immediate effect, should the Service Provider:

25.4.1 be placed under compulsory or voluntary winding-up or business rescue, to the extent permitted by applicable law; or, being a natural person, commit an act of insolvency; or be provisionally or finally sequestered; or

25.4.2 suffer any judgement to be obtained against it and



	allow such judgement to remain unsatisfied or fail to apply for the rescission thereof within a period of 10 (ten) Business Days from the time the judgement was obtained; or		or scope of that Personnel's employment and whilst being on the Precincts,
25.4.3	do or suffer any act or thing whereby the University's rights or interest may be prejudiced, or which might cause the University to suffer any loss or damage.	26.2.3	in respect of all actions, proceedings, liabilities, claims, damages costs and expenses arising out of the acts and/or omissions of its Personnel, guests, invitees or any other person acting on behalf of the Service Provider; and
25.5	On termination or expiry of the Agreement and/or an SWO for any reason, the Service Provider shall:	26.2.4	from any liability arising from:
25.5.1	immediately deliver to the University all Deliverables, whether or not then complete and return all University information (together with all copies thereof). Until they have been returned or delivered, the Service Provider shall be solely responsible for their safekeeping and will not use them for any purpose not connected with this Agreement and/or a Project SOW; and	26.2.4.1	any breach of laws or regulations by the Service Provider which are directly applicable to providing the Deliverables;
25.5.2	if so, required by the University, subject to the applicable fees as agreed between the Parties in writing, assist the University with the seamless transition of providing the Deliverables to an incoming supplier. All applicable terms and conditions of this Agreement and/or a Project SOW shall apply to such transition services.	26.2.4.2	any breach of labour legislation, including but not limited to the BCEA, the LRA, the Employment Equity Act No. 55 of 1998, and payment of any contributions in terms of the Unemployment Insurance Act No. 30 of 1966 and payment of any subscription to any relevant Bargaining Council that has or might have jurisdiction, as well as compliance with any Collective Contract concluded by such Bargaining Council;
25.6	Upon termination the Agreement and/or a Project SOW, the Service Provider will only be entitled to be paid for the Deliverables provided on a <i>quantum meruit</i> basis and will not have any claim of any nature whatsoever against the University for any additional consideration and/or related payments which would have been payable had the Deliverables been provided in full in terms of the Agreement and/or a Project SOW.	26.2.4.3	any breach of environmental legislation (where applicable);
25.7	If the University terminates this Agreement and/or Project SOW as provided for hereunder, the University's sole liability to the Service Provider, and the Service Provider's sole and exclusive remedy, is payment for Deliverables received that have been completed and Accepted by the University before the date of termination. The University may also require the Service Provider to transfer title and deliver to the University any or all property produced or procured by the Service Provider to perform this Agreement and/or Project SOW.	26.2.4.4	any breach of the Data Protection Legislation and the provisions of clause 21 above;
		26.2.4.5	any breach of the Income Tax Act;
		26.2.4.6	work-related injury or death caused by the Service Provider, including payment of any contributions or compensation as a result of any injury sustained by any Personnel of the Service Provider in terms of the COIDA and compliance with all safety regulations in terms of the OHSA;
		26.2.4.7	any claim by a third party that the Service Provider infringes upon its proprietary intellectual property rights or any other rights;
		26.2.4.8	costs incurred by the University in connection with the enforcement of this clause 26; and/or
		26.2.4.9	the Service Provider's failure and/or refusal to meet the payment of any levies, contributions or subscriptions to the applicable institutions in terms of any legislation.
26	LIMITATION OF LIABILITY		
26.1	Without limiting any other obligation of the Service Provider under this Agreement and/or a Project SOW or otherwise, the Service Provider shall do all that is reasonably necessary within the course and scope of this Agreement and/or a Project SOW to prevent or minimise the risk of loss or damage to property, University data/information and Personal Information, and injury to persons.	26.3	The Parties record that the University has insured itself against the acts and omissions of persons acting on its behalf within the course and scope of the University's business. The University's maximum liability will be limited, whether for a single or multiple events, to the extent of its insurance cover herein.
26.2	The Service Provider hereby indemnifies the University:	26.4	The Service Provider has insured itself against the acts and omissions of persons acting on its behalf within the course and scope of its business. The Service Provider's maximum liability will be limited, whether for a single or multiple events, to the extent of its insurance cover herein.
26.2.1	for any loss of, or damage to, property of the University or any financial loss suffered by the University, or for claims arising out of loss of University information/data and Personal Information, or any death or injury to any person; and	26.5	Irrespective of the cause of action and notwithstanding anything else contained in the Agreement and/or a Project SOW, in no event shall the Parties be liable to each other for any incidental, consequential, or any other indirect loss or damages, or for any loss of profits, revenues, or any exemplary or punitive damages.
26.2.2	against all claims of whatsoever nature and howsoever arising which may be made against the University by any Personnel of the Service Provider for any injury (whether physical, disease, psychological or otherwise) or loss or damage sustained by that Personnel member in the course		
		27	INSURANCE
		27.1	The Service Provider warrants that it has and will maintain the following insurance cover which includes



indemnities for the liabilities stated above and which adequately insures against all the liabilities imposed by this Agreement and/or a Project SOW to the satisfaction of the University's insurance brokers, for the duration of this Agreement and/or a Project SOW:

- 27.1.1 insurance covering its liability to any Personnel, as contemplated in COIDA;
- 27.1.2 public liability insurance cover;
- 27.1.3 any other insurance cover deemed necessary by the University's insurers that will adequately make provision for any possible losses and/or claims arising from its Personnel and/or omissions on the University;
- 27.1.4 professional indemnity insurance;
- 27.1.5 general and commercial liability insurance, which includes but is not limited to defective workmanship, public liability, products and equipment liability, data protection, cyber risk insurance, bodily injury and death, and property damage.
- 27.2 Where applicable, the Service Provider shall ensure that any sub-contractors also maintain adequate insurance having regard to their obligations under this Agreement and/or a Project SOW.
- 27.3 The Service Provider agrees to provide a certificate of proof of the insurances as set out in clause 27.1, a copy of the policy itself as well as any further documentation as may be reasonably requested by the University.
- 27.4 Should the Service Provider fail to effect and/or keep in force to the satisfaction of the University and its insurance brokers any of the insurances it is required to effect and maintain under this Agreement and/or a Project SOW, or fails to provide satisfactory evidence and/or copies of policies in terms of clause 27.3, this action would constitute a material breach by the Service Provider.

28 FORCE MAJEURE

- 28.1 In the event of any failure, interruption or delay in the performance of either Party's obligations (or of any of them) resulting from any Force Majeure Event, that Party (the "Affected Party") shall promptly notify the other Party in writing specifying:
 - 28.1.1 the nature of the Force Majeure Event;
 - 28.1.2 the anticipated delay in the performance of obligations;
 - 28.1.3 the action proposed to minimise the impact of the Force Majeure Event;

and the Affected Party shall not be liable or have any responsibility of any kind for any loss or damage thereby incurred or suffered by the other Party, provided always that the Affected Party shall use all reasonable efforts to minimise the effects of the same and shall resume the performance of its obligations as soon as reasonably possible after the removal of the cause.
- 28.2 If the Force Majeure Event continues for 42 (forty-two) Business Days, either Party may terminate this Agreement and/or a Project SOW at 7 (seven) Business Days' notice.
- 28.3 In circumstances where a Party is an Affected Party, it shall be relieved from any obligation to make payments under this Agreement and/or a Project SOW save to the extent that payments are properly due and payable for obligations actually fulfilled in accordance with the terms and conditions of this Agreement and/or a Project

SOW.

29 ADDRESSES AND NOTICES

- 29.1 The Parties choose as their *domicilia citandi et executandi* for the purpose of giving or serving any notice (other than communication of day-to-day operational matters in relation to the rendering of the Deliverables) the addresses set out in section 10 of Annexure A (Contract Data).
- 29.2 For purposes of this clause 29, the word "notice" will include a notice with regard to a dispute, demand, breach, renewal and termination.
- 29.3 All notices given in terms of this Agreement will be in writing, and any notice given by any Party to another (the "addressee") which:
 - 29.3.1 is delivered by hand between the hours of 09h00 and 17h00 on any Business Day to the addressee's physical *domicilium* for the time being, will be deemed to have been received by the addressee on the first Business Day after the date of delivery. Delivery outside the said hours will not constitute proper delivery;
 - 29.3.2 is mailed by pre-paid registered mail from an address within the Republic of South Africa to the postal *domicilium* address for the time being, will be deemed to have been received by the addressee on the 10th (tenth) Business Day after the date of such despatch;
 - 29.3.3 is delivered by email to the addressee's e-mail *domicilium*, will be deemed to have been received by the addressee only once the addressee has acknowledged receipt thereof in writing, with an automatic "read receipt" not constituting acknowledgement of an e-mail for purposes of this clause 29.3.3.
- 29.4 Either Party will be entitled, from time to time, by giving written notice to the other, to vary its *domicilium* to any other physical and postal address within South Africa and any other e-mail address.

30 SETTLEMENT OF DISPUTES

- 30.1 Each Party will inform the other in the event of any perceived or potential dispute occurring.
- 30.2 Within a period of 14 (fourteen) days after the date on which a dispute arises ("Dispute Date"), the Parties' Representatives or Directors will meet to discuss the dispute and will endeavour to resolve the dispute amicably. Each Party undertakes at such meeting to make full disclosure to the other of all information and records relating to the dispute.
- 30.3 If the Parties are unable to resolve the dispute amicably within 30 (thirty) days from the Dispute Date, either Party may refer the dispute to the University's Vice-Chancellor or Deputy Vice-Chancellor and the Service Provider's Chief Executive Officer or their duly appointed nominees, who will use their best endeavours to resolve the dispute.
- 30.4 If the individuals referred to in clause 30.3 are unable to resolve the dispute within a period of 30 (thirty) days after it has been referred to them, either Party may submit the matter for mediation. The Parties will refer the matter for mediation to a mediator appointed by agreement between the Parties, or, failing agreement, to a mediator appointed by the Chairman of the Bar Council of South Africa on written request by either Party. The costs of mediation will be borne by the Parties equally. The determination by the mediator will



be final and binding and must be carried into effect by the Parties.

30.5 If the mediator is unable to resolve the dispute or difference to the mutual satisfaction of the Parties, the Parties will submit to the jurisdiction of the South Gauteng Local Division of the High Court of South Africa in regard to such dispute or difference.

30.6 Nothing in this clause 30 shall preclude any Party from seeking urgent interim relief from a court of competent jurisdiction.

31 GENERAL PROVISIONS

31.1 **Governing Law.** This Agreement is governed by the laws of the Republic of South Africa, and any disputes will be subject to the provisions of clause 30 without giving effect to any conflict of laws.

31.2 Entire Agreement

31.2.1 This Agreement contains all the express provisions agreed on by the Parties with regard to the subject matter of the Agreement, and the Parties waive the right to rely on any alleged express provision not contained in the Agreement.

31.2.2 This Agreement will prevail over, cancel and supersede all terms and conditions, whether written, oral or implied, not contained in this Agreement, which the Service Provider may seek to incorporate in the Agreement in whatever manner. In particular, the Service Provider's standard terms and conditions (including but not limited to any quotations, invoices or standard supplier contracts) will not apply to this Agreement.

31.3 Variation and Cancellation

31.3.1 No amendment, variation, or consensual cancellation of this Agreement, including an amendment to this clause 31.3, and no settlement of any disputes arising under this Agreement shall be binding unless recorded in writing and signed by the Parties.

31.3.2 For the purposes of this clause 31.3, "writing" shall exclude any written document that is in the form, either wholly or partly, of a data message as defined in the Electronic Communications and Transactions Act 25 of 2002, as amended or substituted.

31.4 **No Representations.** No Party may rely on any representation, which allegedly induced that Party to enter into this Agreement, unless the representation is recorded in this Agreement.

31.5 Indulgences

31.5.1 If either Party at any time breaches any of its obligations under this Agreement, the aggrieved Party:

31.5.1.1 may at any time after that breach exercise any right that became exercisable directly or indirectly as a result of the breach, unless the aggrieved Party has expressly elected in writing or by clear and unambiguous conduct, amounting to more than mere delay, not to exercise the right. In particular, acceptance of late performance will be provisional only, and the aggrieved Party may still exercise that right during that period;

31.5.1.2 will not be estopped (i.e., precluded) from exercising its rights arising out of that breach, despite the fact that it may have elected or

agreed on one or more previous occasions not to exercise the rights arising out of any similar breach or breaches.

31.6 **Counterparts and Electronic Signatures.** This Agreement and/or a Project SOW may be executed in one or more counterparts, each of which shall be deemed an original and all of which together shall constitute a single instrument. Execution and delivery of this Agreement and/or a Project SOW by electronic exchange bearing the copies of a Party's signature shall constitute a valid and binding execution and delivery of this Agreement and/or a Project SOW by such Party. Such electronic copies shall constitute enforceable original documents and shall be considered to have the same binding legal effect as if it were the original signed version thereof delivered in person. At the request of any Party hereto, the other Party hereto shall re-execute an original form thereof and deliver it to the requesting Party.

31.7 **Waiver.** No extension of time or waiver or relaxation of any of the provisions of this Agreement shall operate as an estoppel against any Party in respect of its rights under this Agreement, nor shall it operate to preclude such Party from exercising its rights strictly in accordance with this Agreement.

31.8 Assignment, cession, and delegation.

31.8.1 The Service Provider shall not cede, assign, or delegate any of its rights, responsibilities or obligations to any other party, including subcontractors, without the prior consent of the University. If such consent is given to the Service Provider, the Service Provider is deemed to have bound itself as surety and co-principal debtor with the third party for the due performance by the third party of all its obligations in terms of the Agreement and/or Project SOW.

31.8.2 The University may cede its rights or delegate its obligations to any other party.

31.8.3 On termination of the Agreement and/or a Project SOW for any reason whatsoever, and without prejudice to any of its other rights, the University may be entitled to take cession of any sub-contracts from the Service Provider and enforce any such sub-contracts.

31.9 **Remedies.** No remedy conferred by this Agreement and/or a Project SOW is intended to be exclusive of any other remedy that is otherwise available under any law. Each remedy shall be cumulative and in addition to every other remedy given under this Agreement and/or a Project SOW or under any existing or future law. The election of any one or more remedies by one of the Parties shall not constitute a waiver by such Party of the right to pursue any other remedy.

31.10 **Costs.** The Parties shall each pay their own costs of negotiating, drafting, preparing, and implementing this Agreement.

31.11 **Severance.** If any provision of this Agreement, which is not material to its efficacy as a whole, is rendered void, illegal or unenforceable in any respect under any law, the validity, legality and enforceability of the remaining provisions shall not in any way be affected or impaired thereby and the Parties shall endeavour in good faith to agree an alternative provision to the void, illegal or unenforceable provision.

31.12 **Survival of Rights, Duties and Obligations.** Termination of this Agreement for any cause shall not release a Party from any liability which at the time of



	termination has already accrued to such Party or which thereafter may accrue in respect of any act or omission prior to such termination.		Provider fail to comply with its reporting obligations in terms of clause 31.15.3, the University reserves the right to terminate this Agreement with immediate effect.
31.13	Successors in title. Without prejudice to any other provision of this Agreement, any successor in title, including any executor, heir, liquidator, judicial manager, curator, or trustee, of a Party shall be bound by this Agreement.	31.15.7	The Service Provider shall immediately notify the University during the subsistence of this Agreement upon becoming aware of any changes in circumstances which may give rise to a conflict of interest.
31.14	Change Control. If at any time while this Agreement is in force the major portion of the assets of the Service Provider is disposed of or the majority shareholding or the business of the Service Provider is transferred or there is a change of management control of the Service Provider, the Service Provider shall notify the University forthwith, giving details, whereupon the University will be entitled but not obliged to terminate the Agreement forthwith without payment to the Service Provider of any damages whatsoever resulting from such termination.	31.15.8	The Service Provider agrees that it will immediately provide to the University such information as may be requested by the University for the purposes of checking for conflicts of interest, and the Service Provider warrants that such information so provided will in each instance be complete and accurate in all respects.
31.15	Integrity, Transparency and Fair Business Practice.	31.15.9	Should it be deemed by the University that a conflict of interest concern exists or has come into existence in relation to the Agreement, the University and the Service Provider shall take all reasonable commercial steps necessary to attempt to resolve such conflict of interest concern.
31.15.1	The Service Provider is required to submit to the University, annually, a valid B-BBEE certificate issued by a South African National Accreditation System ("SANAS") accredited B-BBEE verification agency; or a Sworn Affidavit in the case of the Service Provider is an Exempted Micro Enterprise ("EME") or in the case of the Service Provider being a greater than or equal to 51% (fifty-one percent) Black Owned Qualifying Small Enterprise ("QSE").	31.15.10	Where it is not reasonably possible to so resolve such a conflict of interest concern, the University shall, in its sole and absolute discretion, be entitled to terminate this Agreement and/or a Project SOW, in which event the Service Provider shall not have any claim whatsoever against the University of any nature.
31.15.2	In instances where a QSE or an EME has black/black women ownership that is held through a trust, an employee share ownership programme/scheme or a broad-based ownership scheme, the University reserves the right to request proof of compliance of such a programme/scheme/trust with the requirements of the Code Series 100 of the Broad-Based Black Economic Empowerment Act and Codes of Good Practice as amended from time to time. The proof of compliance must be in the form of an ownership verification certificate issued by a SANAS-accredited B-BBEE verification agency.	31.15.11	The Service Provider agrees that in connection with the Deliverables to be provided under this Agreement and/or a Project SOW:
		31.15.11.1	to comply with all applicable laws and regulations in the Republic of South Africa regarding anti-bribery and corruption; not to offer, promise, give, request, accept or receive bribes, including facilitation payments;
		31.15.11.2	to disclose immediately all bribes, offers of bribes or suspicions of bribery or corruption regarding this Agreement and/or a Project SOW;
31.15.3	The Service Provider undertakes to notify and provide full details to the University in the event that there is:	31.15.12	The Service Provider represents and warrants that it has policies and procedures in place consistent with acceptable industry standards for the avoidance, mitigation, detection, and disposition of Counterfeit Goods to ensure that none of the Deliverables furnished under this Agreement and/or a Project SOW are Counterfeit Goods.
31.15.3.1	a negative change to the Service Provider's B-BBEE rating, which is less than what its B-BBEE status was at the time of its appointment, including the impact thereof;		
31.15.3.2	a corporate or internal restructure or change in control of the Service Provider which has impacted, or is likely to impact negatively on the Service Provider's B-BBEE rating.	31.15.13	The Service Provider warrants that only new, unused, authentic, genuine and legitimate items shall form part of the Deliverables supplied to the University.
31.15.4	The Service Provider shall issue the notice and relevant details required in clause 31.15.1 within 30 (thirty) days from the date the event occurred.	31.15.14	The Service Provider warrants that it shall only purchase or source items directly from OCM/OEMs, OCM/OEM authorised (e.g., Franchised Distributors or aftermarket manufacturers). The use, purchase or sourcing of items from non-OCM/OEM authorised Independent Distributors or brokers is not permitted unless first approved in writing by the University. The Service Provider must present compelling support for its request to use such non OCM/OEM authorised suppliers for the University's approval (including but not limited to OCM/OEM documentation that authenticates supply chain traceability of the items to the OCM/OEM) and include in its request all necessary actions that it shall take to ensure those items thus
31.15.5	The University reserves the right to, in its sole discretion, call upon the Service Provider to provide details regarding its shareholding, management, and related information in order to verify that the Service Provider is not engaging in fronting practices or other practices that are designed to circumvent the B-BBEE Act and the South African Department of Trade and Industry Codes of Good Practice.		
31.15.6	Should there be any negative change to the Service Provider's B-BBEE rating, and should the Service		

- procured are new, unused, authentic, genuine and legitimate items.
- 31.15.15 The Service Provider represents and warrants that at the Commencement Date that neither the Service Provider nor its Personnel, its sub-contractors, or other persons associated with it, including but not limited to its own suppliers:
- 31.15.15.1 has been convicted of any criminal offence; and
- 31.15.15.2 having made reasonable enquiries, to the best of its knowledge and belief, has not been or is not the subject of any investigation, inquiry or regulatory body regarding any offence or alleged offence of or in connection with slavery and human trafficking.
- 31.15.16 The Service Provider shall notify the University by written notice as soon as it becomes aware of any breach of this Agreement and/or a Project SOW.
- 31.15.17 The Parties agree that a breach by the Service Provider of any of its obligations or warranties under clause 31.15 is a material breach of this Agreement and/or a Project SOW, irrespective of the level of financial loss, deprivation of benefit or exposure to liability to which such breach would or potentially would give rise.
- 31.15.18 Either Party desiring to issue a news release or advertisement or another form of media publicity in relation to this Agreement shall obtain written consent of the other Party prior to the release of such publicity, which written consent will not be unreasonably delayed or withheld.
- 31.15.19 The Service Provider (and its Personnel) undertakes and agrees that for the duration of this Agreement and/or a Project SOW and after the termination thereof:
- 31.15.19.1 not to make any disparaging remarks, derogatory statements, or any other comments privately or publicly about the University via any social media site or any other platform; and
- 31.15.19.2 to immediately remove any reference to the University of whatsoever nature that the Service Provider or its Personnel have made via any social media site or any other platform.
- 31.16 **Survival of Provisions.** Clauses 12.2.7, 19, 20, 21, 22, 26, 27, 30, 31.1 and 31.15 of this Agreement and/or a Project SOW shall survive termination.
- 31.17 **Good Faith.** Each of the Parties undertakes with each of the others to do all things reasonably within its power which are necessary or desirable to give effect to the spirit and intent of this Agreement and/or a Project SOW.

ANNEXURE A: CONTRACT DATA

1 SIGNATORIES

For the University	
Signature(s)	
Full Name(s)	
Capacity	
Signature Date	
Place	

For the Service Provider	
Signature(s)	
Full Name(s)	
Capacity	
Signature Date	
Place	

2 INTRODUCTION

- 2.1 This Annexure A (Contract) Data is made pursuant to the Terms and Conditions concluded between the University and the Service Provider.

3 DEFINITIONS AND INTERPRETATION

- 3.1 In this Annexure A (Contract Data), unless the context otherwise requires, terms used but not defined in this Annexure A: Contract Data shall have the meanings given to them in the Terms and Conditions.

4 CLASSIFICATION AND TYPE OF AGREEMENT

- 4.1 The University hereby appoints the Service Provider to be included on its panel of potential service providers ("Panel") eligible for consideration for the provision of certain Deliverables during the term of this Agreement. The Service Provider acknowledges and agrees that this appointment does not create any obligation on the part of the University to award any work or contract for Deliverables to the Service Provider.
- 4.2 This Agreement, together with any duly executed statements of work ("Project SOWs"), shall govern the relationship between the University and the Service Provider concerning the provision of the Deliverables. No Deliverables shall be provided by the Service Provider unless and until a Project SOW has been executed in writing by both Parties.
- 4.3 The Service Provider expressly acknowledges and agrees that:
- 4.3.1 The University is under no obligation to request or procure any Deliverables from the Service Provider under this Agreement or any Project SOW;
- 4.3.2 This Agreement does not confer upon the Service Provider any exclusivity or guarantee of volume or value of work. The University reserves the right to procure goods or services identical or similar to the Deliverables from other providers, or to perform such services internally, without limitation.
- 4.4 All Deliverables to be provided by the Service Provider must be clearly described in a written Project SOW, which shall be signed by both Parties prior to commencement of any work. No Deliverables shall be deemed authorised unless detailed in an executed Project SOW.
- 4.5 The following process shall apply to the initiation and execution of a Project SOW:
- 4.5.1 All projects will vary in scope, volume (Bill of Quantity), and timelines.
- 4.5.2 For complex or large-scale projects, the University will issue invitations for project scoping to all Panel service providers.
- 4.5.3 A preliminary scope and estimated bill of quantity will be shared, followed by finalisation post-scoping.
- 4.5.4 The University reserves full discretion in appointing a service provider for each project, based on (i) project needs, (ii) delivery

- timelines, (iii) strategic fit, (iv) technical and delivery capability, (v) cost-effectiveness, and (vi) past performance.
- 4.5.5 The University will consider fair opportunity principles but is under no obligation to distribute work evenly among Panel members.
- 4.5.6 Timely project delivery, alignment with Wits ICT Standards [Schedule One], Cisco standards, and minimal disruption to teaching and learning will be prioritised.
- 4.5.7 Request for Quotation (RFQ)
- 4.5.7.1 The University may issue an RFQ to the Service Provider (and possibly others), setting out the specific Deliverables and requirements of a project.
- 4.5.8 Quotation Submission
- 4.5.8.1 The Service Provider shall submit a comprehensive written response to the RFQ (including pricing and details on how it will meet the University's needs) within 24 hours of receipt.
- 4.5.9 Failure to Respond or Perform
- 4.5.9.1 If the Service Provider fails to respond within the stipulated time, or is unable or unwilling to perform the Deliverables within the specified timeframe, the University may cancel the procurement process and engage an alternate provider without liability. The Service Provider waives any claims for loss, damages, or compensation arising from such cancellation.
- 4.5.10 Execution of Project SOW
- 4.5.10.1 Upon acceptance of a Quotation, a Project SOW in the format prescribed in Annexure D shall be completed and signed by both Parties prior to the commencement of work.
- 4.5.11 No Work Without Executed Project SOW
- 4.5.11.1 The Service Provider shall not provide any Deliverables unless and until a Project SOW has been executed. Any Deliverables provided in the absence of such a signed agreement shall be at the Service Provider's sole risk and expense. The University shall have no liability for any costs, losses, or damages incurred in relation thereto.
- 4.5.12 Project Completion and Payment
- 4.5.12.1 Payment shall be milestone-based and made only upon completion of agreed Deliverables as set out in the applicable Project SOW.
- 4.5.12.2 The University reserves the right to withhold payment for any Deliverables that do not meet the Acceptance Criteria outlined in the Agreement, including but not limited to requirements related to testing, usability, or knowledge and skills transfer.
- 4.5.13 Equipment Delivery
- 4.5.13.1 The Service Provider shall deliver all required equipment per the Project SOW within **to be inserted** **to to be inserted** weeks of receipt of a purchase order, in accordance with the University's prescribed delivery processes.
- 4.5.14 Technical Sign-Off
- 4.5.14.1 Technical acceptance shall be contingent on compliance with (i) the applicable scope of work, (ii) Cisco best practices, and (iii) the University's ICT installation standards **[Schedule One: Wits ICT Standards]**.
- 4.5.15 User Sign-Off
- 4.5.15.1 Final acceptance and sign-off shall be subject to the successful demonstration of functionality and usability of the Deliverables, including but not limited to the following criteria:
- 4.5.15.1.1 Conformance with the specifications set forth in the applicable Project SOW;
- 4.5.15.1.2 Completion and successful results of agreed testing procedures;
- 4.5.15.1.3 Demonstrated ease of use and user interface compliance, as applicable;
- 4.5.15.1.4 Effective knowledge and skills transfer to designated University Personnel;
- 4.5.15.1.5 Absence of material Defects or errors that would impair intended use.
- 4.5.16 Progress Meetings and Reporting
- 4.5.16.1 The Service Provider shall:
- 4.5.16.1.1 Conduct and minute weekly progress and service delivery meetings;
- 4.5.16.1.2 Submit incident reports detailing root cause, resolution, and preventive recommendations;
- 4.5.16.1.3 Provide consultation reports and weekly project updates, including site visits as required;
- 4.5.16.1.4 Participate in monthly steering committee meetings (for large projects) and bi-monthly overall project reviews;
- 4.5.16.1.5 Attend biannual Cisco technology and roadmap workshops.
- 4.5.17 Annual Performance Review
- 4.5.17.1 The University will conduct an annual review of the Service Provider's performance, based on cumulative assessments throughout the year. Review metrics include:
- 4.5.17.1.1 Delivery per University and Cisco standards;
- 4.5.17.1.2 Timely and professional project execution;
- 4.5.17.1.3 Effective risk mitigation;
- 4.5.17.1.4 Post-completion defect management;
- 4.5.17.1.5 Overall Project performance and responsiveness.
- The University reserves the right to withhold future work if performance deficiencies remain unresolved.
- 4.5.18 Payment will be subject to and governed by the clause 24.2 of the Terms and Conditions.

5 SERVICE PROVIDER DETAILS

Full Registered Name:	To be inserted
Registration Number:	To be inserted

Country of Incorporation:	To be inserted
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6 TERM AND TERMINATION

6.1 Term

Commencement Date:	To be inserted, notwithstanding Signature Date
Termination Date:	To be inserted
Contract Term:	To be inserted years

7 DETAILS OF INSURANCE COVER

To be inserted

8 SERVICE PROVIDER'S KEY PERSONNEL

Full Name & Position	Contact Details	Area of Responsibility
Name: To be inserted Position: To be inserted	Mobile: To be inserted Email: To be inserted	To be inserted
Name: To be inserted Position: To be inserted	Mobile: To be inserted Email: To be inserted	To be inserted

9 REPRESENTATIVES

Details	University	Service Provider
Name:	To be inserted	To be inserted
Position:	To be inserted	To be inserted
Tel:	To be inserted	To be inserted
Email:	To be inserted	To be inserted

10 DOMICILIUM CITANDI ET EXECUTANDI

10.1 Address for Operational Correspondence

The University	
Marked for the attention of:	To be inserted
Electronic mail address:	To be inserted
Physical Address:	Wits ICT First Floor, West Wing, Solomon Mahlangu House, 3 Jorissen St, Braamfontein 2094

The Service Provider	
Marked for the attention of:	To be inserted
Electronic mail address:	To be inserted
Physical Address:	To be inserted

10.2 Address for the Service of Legal Documents

The University	
Marked for the attention of:	Director of Legal Services
Electronic mail address:	To be inserted
Physical Address:	5th Floor, Room 5006A, Solomon Mahlangu House East Campus, Braamfontein, Johannesburg 2050

The Service Provider	
Marked for the attention of:	To be inserted
Electronic mail address:	To be inserted
Physical Address:	To be inserted



ANNEXURE B: SCOPE OF WORK

To be inserted.

ANNEXURE C: FEES

1. FEES

1.1. Overview

To be inserted.

1.2. Fee Adjustments: CPI Increases, MARGIN CAP, Exchange Rate Fluctuation, OEM Increases

To be inserted.

1.3. Detailed Pricing Schedule

To be inserted.

ANNEXURE D: STATEMENT OF WORK [Project SOW]

1 INTRODUCTION

- 1.1 The University and the Service Provider concluded a Professional Services Agreement Network and Security ("**Main Agreement**") on [insert date] with an effective date of [insert date].
- 1.2 This Project SOW is made according to the terms of the Main Agreement between the contracting parties stated below.

2 DEFINITIONS AND INTERPRETATION

- 2.1 In this Project SOW, unless the context otherwise requires, terms used but not defined in this Project SOW shall have the meanings given to them in the Main Agreement.
- 2.2 Should either Party wish to make any change to this Project SOW, including its schedules, annexures and/or appendices, such change shall only take effect once reduced to writing and signed by both Parties. This same restriction applies to the waiving of this requirement, which cannot be overridden verbally or by action implying intention.
- 2.3 All provisions of the Main Agreement which are not expressly changed or excluded in this Project SOW shall continue to bind the Parties in respect of this Project SOW as if they were the Parties under the Main Agreement.
- 2.4 This Project SOW shall commence on the Effective Date as set out below.

3 REPRESENTATIVES OF THE PARTIES

- 3.1 The Project managers of the Parties under this Project SOW are as follows:

- 3.1.1 For the Service Provider:

Name:	
Position within the Service Provider:	
Contact Details:	

- 3.1.2 For the University:

Name:	
Position within the University:	
Contact Details:	

4 DURATION

Project SOW Effective Date:	
Project SOW End Date:	

5 SCOPE OF WORK

5.1 Project Description:

5.2 Description of Services

6 DELIVERABLES

6.1 Description of the Deliverables:

6.2 Acceptance testing criteria and procedures for the Deliverables (if applicable)

7 INSTALLATION SITE(S)

7.1					
Floor	Area	Cab Number	Cisco Devices	Infrastructure	

8 ACCEPTANCE

8.1 Subject to the provisions contained in the Main Agreement, the following will apply for purposes of this Project SOW:

Deliverable	Description	Acceptance Criteria	Acceptance Test Date	Acceptance Period
[insert]	[To be included]	[insert]	[insert]	[insert]
[insert]	[To be included]	[insert]	[insert]	[insert]

9 INSTALLATION PAYMENT PLAN

10 IMPLEMENTATION PLAN

11 PROJECT PLAN(S)

11.1 Milestone and Milestone Dates:

12 PENALTIES

12.1 Subject to the provisions contained in the Main Agreement, penalties will apply if the Deliverables (or component/s as appropriate) do not function properly or correctly, or Project completion or performance criteria are not met, or the Deliverables are not delivered timeously. Such penalties may include withholding payment until proper function is proven, and/or the penalties described in section 9.2.

12.2 Penalty Table:

Milestone	Deliverable	Milestone Date	Penalty Applied for Late Delivery	Payment Milestone
				Please refer to section 14.1 [Fees] below.

13 SERVICE LEVELS

--

14 FEES

14.1 Subject to the provisions contained in the Main Agreement, the following fees will apply:

--

15 REGULATORY REQUIREMENTS APPLICABLE TO PROJECT SOW

--

16 OTHER SPECIFIC TERMS

--



SIGNED at _____ by **the Service Provider** _____ on this the _____ day of _____ 202_.

(Print Name in block letters)

Designation

Signature

For and on behalf of **the Service Provider** and duly
authorised thereto.

SIGNED at _____ by **the University** _____ on this the _____ day of _____ 202_.

(Print Name in block letters)

Designation

Signature

For and on behalf of **the University** and duly
authorised thereto.

SCHEDULE ONE: WITS ICT STANDARDS

To be inserted