**SERVICES AGREEMENT** **FOR THE APPOINTMENT OF A SERVICE PROVIDER TO CONDUCT A PUBLIC OPINION SURVEY ON TAX COMPLIANCE AND TO DEVELOP THE ATTITUDE TO TAX COMPLIANCE INDEX**

Between

**SOUTH AFRICAN REVENUE SERVICE**

An organ of state established in terms of section 2 of the

South African Revenue Service Act, 1997 (Act No. 34 of 1997)

(hereinafter referred to as “**SARS**”)

and

**(TO BE ADDED)**,a company incorporated in accordance with the laws of South Africa (Registration Number: **TO BE ADDED**)

(herein represented by its authorised representative who warrants

that s/he is duly authorised to do so)

(hereinafter referred to as “**the Service Provider**”)

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1. **INTRODUCTION**
   1. SARS invited proposals for the appointment of a service provider to conduct a public opinion survey on tax compliance and to develop the attitude to tax compliance index, through Request for Proposal No. 27/2025 (“RFP”) as more fully described therein.
   2. The Service Provider submitted a proposal in response to the RFP (“the Proposal”).
   3. SARS accepted the Proposal and appointed the Service Provider to provide the Services.
   4. The Service Provider has accepted the appointment, and the Parties herein record the terms and conditions of their agreement.
2. **DEFINITIONS AND INTERPRETATION**
   1. The headings to the clauses of this Agreement are for reference purposes only and will not govern or affect the interpretation of nor modify nor amplify the terms of this Agreement.
   2. Unless inconsistent with the context, the words and expressions have the following meanings and similar expressions will have corresponding meanings-
      1. **“Agreement”** means this Services Agreement, the RFP, the Proposal, to the extent same is consistent with this document and the RFP, and all annexures hereto. Also included are all amendments, variations, and/or substitutions to the Agreement, which have been reduced to writing and signed by the Authorised Signatories;
      2. **“Applicable Law”** means any of the following to the extent applicable to the Service Provider and where applicable, to SARS or the Services-
         1. Any original or subordinate legislation;
         2. The common law;
         3. Any binding court order, judgment or decree;
         4. Any applicable industry code of conduct, policy or standard enforceable by law; or
         5. Any direction, policy or order that is given by a Regulatory Authority;
      3. **“Authorised Signatory”** means a signatory authorised by SARS and the Service Provider respectively to sign the Agreement, any amendments and/or addenda hereto;
      4. **“Business Day”** means any day other than a Saturday, Sunday or public holiday in South Africa;
      5. **“Commencement Date”** is **(TO BE ADDED)**, notwithstanding the date of signature of this Agreement;
      6. **“Commercially Reasonable Efforts”** means taking such steps and performing in such a manner as a well-managed entity would where such entity was acting in a prudent and reasonable manner to achieve the particular result for its own benefit;
      7. **“Confidential Information”** means Personal Information defined as such in terms of POPIA; any proprietary or confidential information or data of any nature, tangible or intangible, oral or in writing, in any form or on any medium, whether received by direct communication or observation by the Receiving Party. It includes SARS Confidential Information and Taxpayer Information as defined in Chapter 6 of the Tax Administration Act, 2011 (Act No. 28 of 2011), as well as any information required to be kept confidential in terms of any other Applicable Law.

Information must be regarded as confidential if by its nature, content, or circumstances of disclosure of the information is, or ought reasonably to have been identified by a receiving party as such by reason of such information not being generally known to, or readily ascertainable by third parties generally. Such information includes-

1. information regarding Personnel, independent contractors and suppliers of the Disclosing Party, processes, procedures, projections, manuals, forecasts and analyses, security or intellectual property owned by or licensed to the Disclosing Party;
2. information relating to the knowledge, know-how, expertise, trade secrets and activities of the Disclosing Party;
3. information relating to the Services and any aspect thereof; and
4. any information which a Party (without creating a presumption that only so designated information is confidential), acting reasonably, may designate in writing, at the time of disclosure to the Receiving Party, as being confidential information;
   * 1. **“Deliverable”** means any report, results, documented analysis, strategy, findings, recommendations, presentation, plan, product, and other feedback contemplated in the RFP, (whether in hard copy or electronic format), produced / provided by the Service Provider for, or on behalf of SARS as part of the Services;
     2. **“Designated Representative”** means the SARS employee designated pursuant to this Agreement, or his/her appointed delegate, as the person who will interface with the Service Provider on all matters relating to the general administration of this Agreement and who will manage the overall performance of the Service Provider over the contract term and to whom all SARS directed communication regarding this Agreement must be addressed;
     3. **“Good Industry Practices”** means practices, values, ethics, and procedures that a skilled and experienced service provider would reasonably follow in similar services, ensuring compliance with this Agreement and Applicable Law;
     4. **“Key Personnel”** means employees and/or agents of the Service Provider, who have been identified and assigned specific roles in the Proposal, and whose competencies and capabilities were presented by the Service Provider to SARS in its Proposal as evidence of its ability to render the Services;
     5. **“Intellectual Property”** means any rights associated with works of authorship, including, works protected under the Copyright Act, 1978 (Act No. 98 of 1978), video recordings, audio recordings, photographs, models, designs, samples, substances, trade secrets, formulae, know-how, show-how, moral rights, and mask works; methodologies, technologies, algorithms, techniques, methods, circuit layouts, plans, reports, data, concepts and ideas of any nature (including of a technical, scientific, engineering, commercial, strategic, financial, marketing or organisational nature), inventions, discoveries, drawings, notes, manuals, documentation, training materials, job aids, trademarks, service marks, slogans, corporate, business and trade names, domain names, trade dress, brand names and other indicia of origin, regardless of whether Intellectual Property Rights actually inhere in any such items, and any other tangible or intangible items in which Intellectual Property Rights may inhere, as may exist anywhere in the world and any applications for registration of such Intellectual Property, and includes all Intellectual Property Rights in any of the foregoing;
     6. **“Intellectual Property Rights”** means all rights of whatever nature and however described in respect of Intellectual Property, including:
        1. all patents and other patent rights, including divisional and continuation patents, utility models;
        2. rights in and to inventions, whether patentable or not;
        3. rights in trademarks, service marks, logos, slogans, corporate, business and trade names, trade dress, brand names and other indicia of origin;
        4. rights in designs, topography rights, rights in circuit layouts and mask-works;
        5. copyright, including all copyright in and to computer programs;
        6. rights in internet domain names, reservations for internet domain names, uniform resource locators and corresponding internet sites;
        7. rights in databases and data collections; and
        8. know-how, show-how and trade secrets, in each case whether or not registered and including applications for the registration, extension, renewal and re-issuance, continuations in part or divisions of, any of these and the right to apply for any of the foregoing, all claims for past infringements, and all rights or forms of protection of a similar nature or having equivalent or similar effect to any of these which may subsist anywhere in the world;
     7. **“Losses”** means all losses, liabilities, costs, expenses, fines, penalties, damages and claims, and all related costs and expenses as determined in Law;
     8. **“Parties”** means SARS and the Service Provider and “party” as the context requires, is a reference to any one of them;
     9. **“Personal Information”** means Personal Information as defined in POPIA, relative to the Services and this Agreement; and for the purpose of this Agreement, reference to Personal Information includes Special Personal Information as defined in POPIA;
     10. **“Personal Information Processing Addendum”** means **Annexure** **B** hereto, which represents the written agreement between Responsible Party and Operator contemplated in section 21 of POPIA;
     11. **“POPIA”** means the Protection of Personal Information Act, 2013 (Act No.4 of 2013);
     12. **“Project Manager”** means a member of the Key Personnel designated as such by the Service Provider, as contemplated in the RFP, also responsible for the oversight and overall management of this Agreement on behalf of the Service Provider, who shall also act as a central point of contact between SARS and the Service Provider;
     13. **“Regulatory Authority”** means any organ of state, government agency or institution, international body or organisation which has–
         1. jurisdiction over the Services or parts thereof; or
         2. administrative or oversight responsibility pertaining to any Applicable Law;
     14. **“RFP”** means SARS’ invitation to service providers to submit proposals for the appointment of a service provider to conduct a public opinion survey on tax compliance and to develop the attitude to tax compliance index, dated 26 September 2025 and its annexures, with reference number RFP 27/2025, which is incorporated herein by reference;
     15. **“SARS”** means the South African Revenue Service, an organ of state established in terms of section 2 of the South African Revenue Service Act, 1997 (Act No. 34 of 1997), with its principal address at Lehae La SARS, 299 Bronkhorst Street, Nieuw Muckleneuk, Pretoria;
     16. **“Service Provider”** means **(TO BE ADDED)**, a company incorporated as such in accordance with the Laws of South Africa with registration number **(TO BE ADDED)** and with its principal place of businessat **(TO BE ADDED)**;
     17. **“Service Provider’s Personnel”** means Key Personnel, other employees of the Service Provider; and for the purpose of this Agreement, includes the Service Provider’s agents and third-party suppliers who may be involved in the execution of this Agreement;
     18. **“Services”** means conducting a public opinion survey on tax compliance and developing the attitude to tax compliance index as contemplated in the RFP, including functions or responsibilities not specifically mentioned therein but which are reasonably and necessarily required for the proper and complete execution of the Services;
     19. **“Termination Date”** is **(TO BE ADDED)**; and
     20. **“VAT”** means Value-Added Tax levied in terms of the Value-Added Tax Act, 1991 (Act No. 89 of 1991).
   1. Any reference in this Agreement to-
      1. A clause shall, subject to any contrary indication, mean reference to a clause in this Agreement; and
      2. A person refers to any person, including juristic entities.
   2. Unless inconsistent with the context or save where the contrary is expressly indicated-
      1. If any provision in a definition is a substantive provision conferring rights or imposing obligations on any Party, notwithstanding that it appears only in the Definitions and Interpretation clause, effect shall be given to it as if it was a substantive provision of this Agreement.
      2. When any number of days is prescribed in this Agreement, same shall be calculated exclusively of the first and inclusively of the last day unless the latter falls on a day which is not a Business Day, in which case the last day shall be the next Business Day.
      3. In the event that the day for performance of any obligation to be performed in terms of this Agreement should fall on a day which is not a Business Day, the relevant day for performance shall be the subsequent Business Day.
      4. Any reference in this Agreement to an enactment is to that enactment as at the signature date and as amended or re-enacted from time to time.
      5. Any reference in this Agreement to this Agreement or any other agreement or document shall be construed as a reference to this Agreement or, as the case may be, such other agreement or document as same may have been, or may from time to time be amended.
      6. No provision of this Agreement shall be construed to provide a benefit to any person who is not a party to this Agreement.
      7. References to day/s, month/s or year/s shall be construed as calendar day/s, month/s or year/s.
      8. Reference to a Party includes that Party’s successor-in-title and permitted assigns.
   3. Unless inconsistent with the context, an expression which denotes-
      1. Any one gender includes the other gender; and
      2. The singular includes the plural and *vice versa.*
   4. The termination of this Agreement will not affect the provisions which are intended to operate after any such termination or which of necessity must continue to have effect after such termination, notwithstanding that the clauses themselves may not expressly provide for this.
   5. This Agreement is fully binding on the executors, administrators, trustees, permitted assigns or liquidators of the Parties as fully and effectually as if they had signed this Agreement in the first instance and reference to any Party is deemed to include such Party’s estate, heirs, executors, administrators, trustees, permitted assigns or liquidators, as the case may be.
   6. Where figures are referred to in numerals and in words, and there is any conflict between the two, the words shall prevail.
   7. The provisions of this Agreement shall not be construed against or interpreted to the disadvantage of the Party responsible for the drafting or preparation of such provisions.

1. **DURATION**
   1. This Agreement commences on the Commencement Date and subsists until the Termination Date, unless terminated earlier in accordance with the terms of this Agreement.
2. **SERVICE PROVIDER’S OBLIGATIONS**
   1. **General Obligations**

The Service Provider must-

* + 1. execute the Services, as contemplated in this Agreement;
    2. ensure continuity of Services to SARS;
    3. provide the Services in accordance with Good Industry Practices;
    4. adhere to the survey methodology outlined in its Proposal in executing the Services;
    5. monitor implementation of the Services against set targets, costs and timeframes;
    6. carry out all written and reasonable instructions received from SARS timeously and in a diligent manner;
    7. charge fees or costs for Services rendered to SARS in accordance with the SARS approved pricing;
    8. provide the Services in accordance with the highest professional standards;
    9. act impartially and ethically at all times, and were applicable, act in accordance with the code of ethics / conduct of its profession;
    10. exercise reasonable care and diligence in the discharge of its obligations in terms of the Agreement;
    11. take Commercially Reasonable Efforts to prevent, overcome and mitigate any adverse effects that might ensue, to the extent required to achieve the relevant outcome;
    12. ensure that it adheres to written and reasonable requests or instructions of the Designated Representative, in so far as same are lawful and consistent with this Agreement; and
    13. implement the approved skills transfer plan to designated employees of SARS throughout the lifecycle of this Agreement.
  1. **Key Personnel**

The Service Provider must-

* + 1. ensure that the Project Manager contemplated in its Proposal is duly assigned as such, and assumes the attendant role and responsibilities for the duration of this Agreement;
    2. ensure that where required, the Key Personnel are properly registered, licensed or accredited with the appropriate Regulatory Authorities, and remain so registered for the duration of this Agreement;
    3. ensure that the Service Provider’s Personnel observe confidentiality and do not use any information obtained pursuant to this Agreement for any reason other than for reasons envisaged in this Agreement;
    4. ensure that the Key Personnel devote such time, attention and skill in executing the Services as may be reasonably required for the proper discharge of its duties under this Agreement; and
    5. not change or replace the Key Personnel without the prior written consent of SARS and in this regard-
       1. The Service Provider may make a written request to SARS to replace a member of the Key Personnel, where such member has become incapacitated and/or unable to perform his/her duties under this Agreement;
       2. The Service Provider’s request to SARS for the substitution of the Key Personnel shall include the reason for the request and a proposal to replace the Key Personnel with a person of equal or better qualification(s) and experience. Such proposal must include the *curriculum vitae* of the proposed substitute;
       3. SARS may only approve a substitute that meets or exceeds the corresponding credentials indicated in the RFP;
       4. Should SARS, in its discretion reasonably consider a member of the Key Personnel to be incompetent or unsatisfactory, it shall notify the Service Provider in writing and the Service Provider must replace that member at its cost, with one having equal or better credentials, within the timeframes stipulated by SARS in the written notice;
       5. The Service Provider must ensure a seamless and timeous transition to the substitute;
       6. The Service Provider must ensure that an approved substitute signs the SARS Oath / Declaration of Secrecy before accessing Confidential Information or any other information or data belonging to SARS; and
       7. The Service Provider shall bear all costs associated with any replacement of Key Personnel, and no expenses in that regard shall be transferred to SARS.
  1. **Project Plan**
     1. The Service Provider must, within **(TO BE ADDED)** Business Days from Commencement Date, submit a detailed project plan without derogating from the project plan set out in its Proposal, setting out, amongst others-
        1. the tasks and activities to be conducted by the Service Provider;
        2. the turnaround times associated with the tasks and activities as well as the Deliverables;
        3. the Deliverables to be produced by each task and activity;
        4. Project costing allocation, subject to the approved and awarded pricing in **Annexure A**;
        5. invoicing milestones; and
        6. any other information which may be relevant according to the professional judgment of the Service Provider: Provided it is relevant to the Services.
     2. The Project Plan must remain consistent with this Agreement, and may not be used to amend the terms of this Agreement or alter the Service Provider’s Proposal.
     3. The Designated Representative shall approve the Project Plan in writing within **(TO BE ADDED)** Business Days of receipt thereof: Provided that SARS may, prior to approving the Project Plan, deliver comments thereon, request amendments and or schedule a meeting with the Service Provider to discuss the Project Plan.
     4. The Service Provider may not deviate from the approved Project Plan without the prior written consent of the Designated Representative. Any deviation by the Service Provider from the Project Plan shall constitute a breach of this Agreement. In addition, SARS shall not be obliged to pay any costs or fess associated with unapproved deviations or modifications to the Project Plan.
  2. **Deliverables** 
     1. The Service Provider shall present Deliverables which are free from disclaimers, conditions or qualification to SARS for acceptance and sign-off.
     2. Should SARS not accept a Deliverable-
        1. SARS will provide the Service Provider with written notice of its non-acceptance, as well as reasons thereof;
        2. The Service Provider undertakes to avail itself to liaise with SARS regarding any query relating to a Deliverable; and
        3. The Service Provider must, at its own cost, correct any deficiencies raised by SARS within five (5) Business Days (or such other shorter period as the circumstances may require) of receiving the notice from SARS, where after the Deliverable must be resubmitted to SARS for another review.
     3. In the event a deficiency/ies is still not corrected by the Service Provider after the first resubmission, SARS may, at its sole discretion, elect to:
        1. direct the Service Provider to continue its efforts to make the Deliverable acceptable to SARS, in which event the Service Provider shall continue such efforts at its own cost;
        2. invoke step-in rights as contemplated in **clause 23** below; or
        3. reject the Deliverable for non-conformity and declare a dispute to be dealt with in terms of **clause 15** below.
  3. **Reporting Framework**
     1. The Service Provider must furnish SARS with reports on the Services and schedule meetings on progress reporting according to the reporting framework outlined in its Proposal.
     2. In addition –
        1. the Service Provider must promptly report any risk or issue that may impact the Services, and propose resolutions to such, for SARS’ consideration and response; and
        2. the Project Manager must attend all meetings envisaged in the Proposal.
     3. Reporting and compliance thereof by the Service Provider is critical as it enables SARS to monitor and track the Service Provider’s performance under this Agreement, as well as facilitate SARS’ effective monitoring, tracking and alignment of its strategic objectives and priorities related to the Services, as highlighted in the RFP. In view thereof, the Parties agree that any breach by the Service Provider of the reporting framework shall constitute a material breach of this Agreement.
  4. **Compatibility of Information Technology Systems**
     1. The Service Provider must, at its own cost–
        1. as contemplated in the RFP, ensure compatibility of its information technology systems with those of SARS; and
        2. use network management tools, maintenance applications, intrusion detection systems, identity management or similar solutions and encryption technologies to ensure and preserve the security and integrity of its information technology systems.
  5. **Audit Rights**
     1. The Service Provider must co-operate as may be requested by SARS, to enable SARS to, amongst other things, comply with an enquiry from a Regulatory Authority.
     2. For the duration of this Agreement and for a period of five (5) years after termination, and subject to Applicable Law, the Service Provider must maintain a record of the Services executed. The Service Provider must provide SARS and its auditors access at reasonable times, and subject to reasonable written notice, to information, records and documentation relating to the Services or this Agreement for the purpose of performing audits, examinations and inspections in order to verify the Service Provider’s compliance with the terms of this Agreement and/or to enable SARS to comply with the requirements of any Regulatory Authority. All costs incurred in performing audits under this clausewill be borne by SARS, unless audit findings reveal the Service Provider’s non-compliance with the terms of this Agreement and/or requirements of a Regulatory Authority or similar institution having jurisdiction over SARS and/or the Service Provider, in which event such costs will be borne by the Service Provider.

1. **SARS’ OBLIGATIONS**
   1. SARS must:
      1. in writing, on the Commencement Date, nominate a Designated Representative and communicate the names and contact details of such person to the Service Provider. SARS may from time to time change the Designated Representative, in which event SARS must give the Service Provider at least twenty-four (24) hours’ written notice of such change;
      2. provide the Service Provider with timeous management decisions and any necessary approvals or authorisations to enable the Service Provider to fulfil its obligations under this Agreement;
      3. subject to Applicable Law, make available to the Service Provider all relevant information and data at its disposal, which is reasonably required for the rendering of the Services;
      4. nominate and avail personnel for skills transfer purposes;
      5. monitor and review the Service Provider’s performance in terms of this Agreement. SARS however, reserves the right subject to Applicable Law, to appoint a third party to monitor and review the Service Provider’s performance in terms of this Agreement; and
      6. subject to the Key Personnel’s compliance with SARS’ access and security policies, provide the Key Personnel with access to the premises and facilities of SARS, if necessary, for the purposes of rendering the Services.
2. **PRICING AND INVOICING**
   1. Pricing will be in accordance with **Annexure A**, which is VAT inclusive.
   2. Apart from the pricing reflected in **Annexure A**, no other fee or cost will be covered by SARS.
   3. The Service Provider must invoice SARS in accordance with the invoicing milestones in the approved Project Plan. Subject to Applicable Law, each invoice must contain-
      1. full description of the Services rendered;
      2. evidence of the achieved invoicing milestone, as per Project Plan;
      3. a document depicting acceptance by SARS of the pertinent Deliverable in respect of which invoicing is based; any such details as may be reasonably requested by SARS;
      4. cost per item;
      5. the total costs payable by SARS; and
      6. any such details as may be reasonably requested by SARS from time to time.
   4. The Service Provider must verify that each invoice is complete and accurate, and that it conforms to the requirements of this clausebefore issuing the invoice to SARS.
   5. The Service Provider must submit all invoices to the Designated Representative and where requested to do so by the Designated Representative, send copies to other SARS officials.
   6. Subject to **clause** **7.1** below, SARS shall pay undisputed amounts in an invoice within thirty (30) days after SARS receives such invoice, if the invoice is accurate and meets the requirements of this Agreement.
   7. The Service Provider must, within two (2) days after a written request by SARS, provide SARS with additional documentation or information reasonably required by SARS in order to verify the accuracy of amounts indicated in an invoice.

* 1. SARS may withhold, deduct or set off from any monies due and owing to the Service Provider in terms of this Agreement, an amount equal to the amount of any outstanding claims that SARS may have against the Service Provider for damages, costs or any other indebtedness arising out of this Agreement: Provided that SARS will provide the Service Provider with written notice of its intention to offset, supported by reasonable detail of the actual damages, costs or indebtedness incurred and sought to be offset by SARS.
  2. A certificate of indebtedness signed by the Chief Financial Officer of SARS reflecting the amount due and payable under **clause 6.7** above shall be sufficient and conclusive proof of the contents and correctness thereof for the purposes of with-holding, deduction or set off by SARS or for provisional sentence, summary judgment or any other proceedings against the Service Provider in a court of law and shall be valid as a liquid document for such purposes.
  3. If the Service Provider fails to perform the Services within the turnaround times specified in this Agreement or the approved Project Plan due to reasons solely attributable to the Service Provider, SARS shall, without prejudice to its other remedies under this Agreement, be entitled to deduct, as a penalty for non-performance, delayed performance or defective performance, an amount of up to ten percent (10%) of the amount due to the Service Provider in the pertinent or succeeding invoicing milestone period: Provided that SARS will provide the Service Provider with written notice of its intention to so deduct, supported by reasonable detail of the actual penalty levied.
  4. A penalty is a non-performance, delayed performance or defective performance fee, and is payable regardless of the fact that the Service Provider ultimately delivers the pertinent performance.

1. **DISPUTED CHARGES AND INVOICING ERRORS**
   1. SARS may withhold payment of fees or items in an invoice that SARS disputes in good faith, including disputes in respect of an error in an invoice or an amount already paid. If the disputed fees have already been paid, SARS may withhold an equal amount from a later payment that may be due to the Service Provider as contemplated in **clause** **6.8** above.

* 1. If the dispute relates to (or equals in the case of disputed amounts that have already been paid) only a percentage of the invoiced amount, then SARS shall pay the undisputed amount in accordance with **clause 6.6** above.
  2. If an invoice contains errors, the Service Provider shall make the necessary attendances to the invoice as prescribed by the Value-Added Tax Act, 1991 (Act No. 89 of 1991).
  3. Any dispute arising in terms of **clause 7.1** above and which remains unresolved for five (5) Business Days after it has arisen, shall be referred by either Party to SARS’ Senior Manager: Contract Management and the Project Manager or their designees for resolution.

* 1. The SARS Senior Manager: Contract Management and the Service Provider’s Project Manager or their designees shall meet within five (5) Business Days of the referral of the dispute to resolve such dispute.
  2. In the event that the dispute remains unresolved after seven (7) days of its referral to the persons mentioned in **clause 7.5**, either Party shall be entitled to refer the dispute for resolution in accordance with the provisions of **clause 15** below: Provided that **clause 15.1** below will not apply to disputes contemplated in this **clause 7**.

1. **ADDITIONAL MEETINGS AND REPORTING** 
   1. In addition to the meetings and reports contemplated in the Proposal, the Parties may meet as and when required or at the reasonable request of either Party to discuss any aspect of the Services. The Project Manager shall attend all such meetings.

* 1. The Service Provider shall take minutes and deliver same to SARS within two (2) Business Days after the date of the meeting or such shorter period as SARS may of necessity prescribe in writing, for SARS’ perusal and verification. SARS shall have the right to comment on and amend the record. SARS’ comments and amendments shall be discussed and/or confirmed at the next meeting between the Parties.
  2. **Clause 8.2** aboveis subject to **clause 26.11**.

1. **RELATIONSHIP BETWEEN THE PARTIES**
   1. The Service Provider is an independent contractor and under no circumstances will it be considered a partner, joint venture partner or agent of SARS in the execution of this Agreement.
   2. The Service Provider’s Personnel engaged by the Service Provider will remain as such, and the entire management, direction and control of all such persons will be the responsibility of the Service Provider. The Service Provider is liable to SARS for the performance, malperformance, acts and/or omissions of any of the Service Provider’s involved in the execution of this Agreement.
2. **THIRD PARTY COOPERATION**
   1. As part of the Services, where appropriate and when requested by SARS to do so, the Service Provider shall provide full co-operation to any third party that might be contracted by SARS on the same or related engagement or for purposes contemplated in **clause 5.1.5** above, to the extent that the co-operation does not create a conflict of interests, breach of professional ethics or compromise the Service Provider’s intellectual property rights or interests.
   2. It is, however, agreed that the relationship between the Service Provider and any such third party will not constitute an alliance or partnership and that neither the Service Provider nor the third party will be required to perform quality checks on the work of the other party, except where the third party is appointed for purposes contemplated in **clause 5.1.5** above.
3. **SECURITY VETTING OF KEY PERSONNEL**
   1. SARS may, subject to Applicable Law, at any time during the subsistence of this Agreement and in terms of its prevailing policies, procedures and practices, request that the Service Provider, at its own costs–
      1. send any or all of its Key Personnel for security vetting with a competent service provider and provide SARS with security clearance certificates; and
      2. provide a personal background screening report from a reputable screening agency on personal status such as but not limited to the following:

a) citizenship status report;

b) criminal activity report; and

c) credit worthiness report,

of any or all of the Key Personnel.

* 1. SARS may also at its sole and absolute discretion perform a security check (vetting) or any personal background screening on any or all of the Key Personnel.
  2. Where SARS establishes the Key Personnel to be a security risk, SARS will inform the Service Provider accordingly and the Service Provider shall replace such Key Personnel with another one who meets or exceed the corresponding requirements published in the RFP.
  3. The provisions of this clause will not exonerate the Service Provider from compliance with the provisions of the Personal Information Processing Addendum.

1. **CONFIDENTIALITY**
   1. Neither Party may, both during the term of this Agreement and after its expiration, disclose any Confidential Information to any third party without the prior written consent of the other.
   2. The Service Provider shall ensure that the Service Provider’s Personnel individually take the SARS Oath / Declaration of Secrecy; and shall submit the original copies of such Oath / Declaration to the Designated Representative on or before Commencement Date.
   3. SARS reserves the right to continually monitor compliance with the provisions of this clause, and reserves the right to, at any time, call upon any member of the Key Personnel to take the SARS Oath / Declaration of Secrecy.
   4. The Service Provider must protect the interests of SARS and its Confidential Information by-
      1. making available such Confidential Information only to those of the Key Personnel who are actively involved in the execution of its obligations under this Agreement and then only on a “need to know” basis;
      2. putting in place information security practices and procedures reasonably acceptable to SARS to prevent unauthorised disclosure and taking all practical steps to impress upon the Key Personnel who need to be given access to Confidential Information, the secret and confidential nature thereof;
      3. not using any Confidential Information of SARS, or disclosing directly or indirectly any Confidential Information of SARS to third parties, whether during the subsistence of this Agreement or thereafter; and
      4. ensuring that all Confidential Information of SARS which has or will come into the possession of the Service Provider and the Key Personnel, will at all times remain the sole and absolute property of SARS.
   5. Where the Service Provider is served with a request, demand or court papers which seek the disclosure of Confidential Information of SARS, the Service Provider shall, without disclosing such Confidential Information, forthwith and no later than twenty-four (24) hours from the time of receipt of such request, demand or court papers, transmit all such document(s) served on it to the Designated Representative.
   6. The Service Provider shall not remove from SARS’ premises any Confidential Information without first obtaining the written consent of SARS.
   7. The Service Provider must promptly return all Confidential Information to SARS upon termination of the Agreement.
   8. The Service Provider may not, except for the purpose of fulfilling a request from SARS, disclose / share any Confidential Information with any person, including its affiliates, outside the borders of South Africa, unless it obtains prior, written consent from SARS, which consent will, if granted (at the sole discretion of SARS), be subject to section 72 of POPIA. In this regard and in the event the written consent is obtained, the Service Provider fully indemnifies SARS and its employees against all and any third party damages, liability claims, Losses or the like occasioned by or as a result of i) the Service Provider exchanging, sharing or having exchanged or shared Confidential Information; ii) the Service Provider failing to comply with POPIA in its exchange / sharing of Confidential Information or iii) breach by the recipient of the information of POPIA or POPIA equivalent laws.
   9. The Service Provider fully indemnifies SARS and its employees against all and any third party damages, liability claims, Losses or the like which may be occasioned by or as a result of any failure by the Service Provider and/or the Key Personnel to comply with the provisions of this clause.
   10. The provisions of this clause shall survive the termination or cancellation of this Agreement for any reason whatsoever.
2. **INTELLECTUAL PROPERTY** 
   1. The Parties will each retain ownership of their pre-existing Intellectual Property Rights.
   2. SARS shall acquire, all rights, title, and interests in all Intellectual Property developed or generated by the Service Provider and/or the Service Provider’s Personnel pursuant to this Agreement (“Developed Intellectual Property”). The Service Provider hereby, without additional consideration, irrevocably assigns, transfers and conveys to SARS all such rights, title and interests, including such rights, title or interest that would otherwise in law devolve to the Service Provider.
   3. The Service Provider undertakes to cooperate with SARS as may be necessary to execute all documents, make all applications, give all assistance and do all acts and things as may, in the opinion of SARS, be necessary or desirable to vest the Developed Intellectual Property Rights in SARS, and/or to protect and maintain the Developed Intellectual Property.
   4. The Service Provider warrants to SARS that-
      1. it has not given and will not give permission to any third party to use any of the Developed Intellectual Property, nor any of the Intellectual Property Rights therein; and
      2. the use of the Developed Intellectual Property will not infringe the rights of any third party.
   5. The Service Provider waives all moral rights in the Developed Intellectual Property to which the Service Provider and/or the Service Provider’s Personnel may be entitled to or in future become entitled to either under Applicable Law or relevant provisions of law in any jurisdiction, and agrees not to institute, or permit the institution or maintenance of any action or claim to the effect that any treatment, exploitation or use of such Developed Intellectual Property infringes the moral rights of the Service Provider or those of the Service Provider’s Personnel.
   6. The Service Provider and the Service Provider’s Personnel shall retain all pre-existing Intellectual Property Rights. Without derogating from the provisions of **clause** **13.2** above, in the event of the Service Provider’s Intellectual Property being incorporated into any aspect of the Services the Service Provider hereby grants SARS an irrevocable, perpetual, fully paid-up, royalty-free, non-exclusive licence to enable SARS to receive and realise the benefit of the Services.
   7. The Service Provider warrants to SARS that it holds the right, title and interest to the Intellectual Property it will be utilizing to render the Services, alternatively it has procured the necessary rights, licences or permission from the relevant third party and hereby indemnifies SARS against any claim of infringement, which any third party may make or bring against SARS as a result of this Agreement.
4. **BREACH**
   1. Subject to **clause 16.1** below, if a Party (the “Defaulting Party”) is in default or breach of any term of this Agreement and that Defaulting Party fails to remedy such default or breach within seven (7) Business Days after receipt of a written notice given by the other Party (the “Aggrieved Party”) calling upon the Defaulting Party to remedy such default or breach, then the Aggrieved Party may, without prejudice to any other rights which it may have in terms hereof or at law-
      1. claim specific performance;
      2. terminate this Agreement and claim damages from the Defaulting Party, such termination to be effective immediately on receipt by the Defaulting Party of a written notice to that effect; or
      3. claim any money due and payable in terms of this Agreement and claim damages from the Defaulting Party.

* 1. The remedies set out in this clause shall not be construed to be exhaustive of any other remedies available to the Parties.

1. **DISPUTE RESOLUTION**
   1. In the event of any dispute arising out of or in connection with this Agreement, the Parties shall try to resolve the dispute by negotiation. This entails that the one Party invites the other in writing to a meeting and attempts to resolve the dispute within seven (7) days from date of the written invitation.
   2. If the dispute has not been resolved by such negotiation as contemplated above, or in **clause 7**, the Parties shall submit the dispute to the Arbitration Foundation of Southern Africa (“AFSA”) administered mediation, failing which the dispute shall be determined as below.
   3. Save in respect of those provisions in this Agreement which provide for their own remedies which would be incompatible with arbitration, any dispute arising from, or in connection with this Agreement and not resolved as contemplated above will finally be resolved by arbitration in accordance with the Rules of AFSA or its successor, by an arbitrator or arbitrators appointed by AFSA.
   4. Neither Party shall be precluded from obtaining interim relief or an interim remedy from a court of competent jurisdiction pending the decision of the arbitrator.
   5. This clause is severable from the rest of the provisions of this Agreement so that it will operate and continue to operate notwithstanding any actual or alleged voidness, voidability, unenforceability, termination, cancellation, expiry or accepted repudiation of this Agreement.
   6. Subject to **clause 7.1** above, neither Party shall be entitled to withhold performance of any of their obligations in terms of this Agreement pending the settlement of, or decision in, any dispute arising between the Parties and each Party shall, in such circumstances, continue to comply with its obligations in terms of this Agreement: Provided that SARS shall not pay any invoice in respect of which there is a pending dispute.
2. **TERMINATION**
3. 1. **Termination for cause by SARS**
      1. SARS may, by written notice of termination to the Service Provider, terminate this Agreement or the rendering of the Services in whole or in part, either immediately or as of a date set out in the notice of termination, in the event that the Service Provider–
         1. commits or has committed a material breach of this Agreement, which is incapable of remedy;
         2. breaches the confidentiality provisionsof this Agreement or the SARS Oath / Declaration of Secrecy;
         3. has commited any act or omission which, in the reasonable opinion of SARS, may either bring SARS into disrepute, damage its reputation or negatively impact taxpayer and public confidence in SARS;
         4. breaches the Personal Information Processing Addendum;
         5. breaches Applicable Law;
         6. is found guilty of an offence in terms of Applicable Law;
         7. commits an act of insolvency as defined in the Insolvency Act, 1936 (Act No. 24 of 1936) or is placed under provisional liquidation or under business rescue proceedings or is finally liquidated;
         8. commits an act of professional misconduct or professional or technical incompetence, which is substantial and serious; or
         9. commits or participates in any unlawful, dishonest or unethical act in executing its obligations under this Agreement.
   2. **Termination Upon Sale, Acquisition, Merger or Change of Control**
      1. In the event of a sale, acquisition, merger, or other change of control of the Service Provider (a “Change Event”) where such Change Event is achieved, directly or indirectly, in a single transaction or series of related transactions, or in the event of a sale of all or substantially all of the assets of the Service Provider in a single or series of related transactions, then the Service Provider shall notify SARS of such Change Event within ten (10) Business Days after the Change Event is achieved.
      2. No sale, acquisition, merger or other change of control shall be effective against and legally binding on SARS if the Service Provider failed to notify SARS, as required by **clause 16.2.1** above.
      3. SARS may terminate this Agreement, at any time after being notified by the Service Provider of the Change Event, by giving the Service Provider thirty (30) days’ written notice designating a date upon which such termination shall become effective.

* + 1. In the event that the Service Provider fails to notify SARS, as required by **clause 16.2.1** above, then SARS may upon discovery of the Change Event terminate the Agreement by giving the Service Provider thirty (30) days’ written notice and designating a date upon which such termination shall be effective.
    2. **“Control”** in terms of this clause shall mean, with regard to any entity, the right or power to dictate the management of and otherwise control such entity by any of the following-
       1. holding directly or indirectly the majority of the issued share capital or stock (or other ownership interest if not a company) of such entity ordinarily having voting rights;
       2. controlling the majority of the voting rights in such entity; or
       3. having the right to appoint or remove directors holding a majority of the voting rights at meetings of the board of directors of such entity.
  1. SARS shall have no liability to the Service Provider with respect to a termination under this clause.

1. **ADDRESSES**
   1. Each Party chooses the addresses set out below its name as its address to which all notices and other communications must be delivered for the purposes of this Agreement and its *domicilium citandi et executandi (“domicilium”)* at which all documents in legal proceedings in connection with this Agreement must be served.
   2. SARS’ physical address for ***service of notices and legal processes*** is-

Attention: Head - Corporate Legal Services

Lehae La SARS

299 Bronkhorst Street

Nieuw Muckleneuk

PRETORIA

* 1. The Service Provider’s physical address for ***service of notices and legal processes*** is-

Attention: **(TO BE ADDED)**

* 1. SARS’ email address for communications, and/or correspondences in connection with the execution of the Services is: Same as Designated Representative.
  2. The Service Provider’s email address for communications, and/or correspondences in connection with the execution of the Services is: Same as Project Manager.
  3. Any notice or communication required or permitted to be given to a Party pursuant to the provisions of this Agreement shall be valid and effective only if in writing and sent to a Party’s chosen address of *domicilium*, provided that documents in legal proceedings in connection with this Agreement may only be served at a Party’s physical address.
  4. Any Party may by written notice to the other Party, change its chosen address to another address, provided that-

* + 1. the change shall become effective on the tenth (10th) Business Day after the receipt or deemed receipt of the notice by the addressee; and
    2. any change in a Party’s *domicilium* shall only be to an address in South Africa, which is not a post office box*.*
  1. The Parties record that whilst they may correspond via email for operational reasons, no formal notice required in terms of this Agreement, nor any amendment or variation to this Agreement may be given or concluded via email.

1. **WARRANTIES**
   1. The Service Provider hereby represents and warrants to SARS that-
      1. this Agreement has been duly authorised and executed by it and constitutes a legal, valid and binding set of obligations on it;
      2. it is acting as principal and not as an agent of an undisclosed principal;
      3. the execution of this Agreement does not constitute a violation of any statute, judgment, order, decree or regulation or rule of any court, competent authority or arbitrator or competent jurisdiction applicable or relating to the Service Provider, its assets or its business, or its memorandum of incorporation or any other documents or any binding obligation, contract or agreement to which it is a party or by which it or its assets are bound;
      4. it will comply with the Personal Information Processing Addendum;
      5. it is and will, for the duration of this Agreement, remain fully cognisant of and compliant with POPIA, and in this regard, the Service Provider warrants further that: (i) the Service Provider’s Personnel have been trained on POPIA compliance and are aware of the provisions and implications of POPIA, and will ensure compliance therewith; and (ii) the Service Provider’s Personnel who will be exposed to Personal Information have agreed to comply with POPIA and completed all necessary written undertakings or agreements with the Service Provider in that regard;
      6. it has the necessary capacity, resources and skills to render the Services to SARS in a diligent manner;
      7. it will provide the Services in a cost-effective and expedient manner, thereby ensuring that no unnecessary or extraordinary costs are incurred and passed on to SARS;
      8. it has the capacity to timeously deliver the Services, time being of the essence;
      9. it has the requisite insurance contemplated in this Agreement;
      10. it shall not, in executing the Services, breach or infringe any intellectual property right of a third party;
      11. no factual circumstances exist that may materially affect its capacity to perform its obligations under this Agreement;
      12. upon delivery, the Services will be fit for the purposes intended by SARS and communicated in the RFP;
      13. it, along with the Key Personnel, shall at all times have, and comply with all legal requirements and with the terms and conditions of all necessary licenses, certificates, authorisations and consents required under the laws of the Republic of South Africa or under any other applicable jurisdiction for the delivery of the Services; and
      14. it is familiar with and will comply with Applicable Law.
   2. It is expressly agreed between the Parties that each warranty and representation given by the Service Provider in its Proposal and this Agreement is material to this Agreement and induced SARS to conclude this Agreement.
   3. The provisions of this clause shall survive the termination of this Agreement.
2. **LIABILITY**
   1. The Service Provider shall be liable to SARS, where SARS has suffered any direct damages and/or Losses as a result of the Service Provider’s failure to observe its obligations in terms of this Agreement.
   2. The Service Provider shall further be liable to SARS for all indirect and consequential or special damages and/or Losses suffered by SARS as a result of gross negligence, wilful misconduct or breach by the Service Provider or the Service Provider’s Personnel of confidentiality provisions in this Agreement, breach of Applicable Law, infringement of third party intellectual property rights or a criminal act committed by the Service Provider or the Service Provider’s Personnel.
3. **INDEMNITY BY THE SERVICE PROVIDER**
   1. The Service Provider hereby indemnifies, holds harmless and agrees to defend SARS and its officers, employees, agents, successors and assigns, against all claims and/or Losses arising from or in connection with, any of the following-
      1. Third party claims attributable to any breach of the provisions of this Agreement by the Service Provider;
      2. Third party claims attributable to errors, omissions, theft, fraud or other unlawful activity or any negligent, wilful or fraudulent conduct of/by the Service Provider or the Service Provider’s Personnel;
      3. Third party claims arising from or related to the death or bodily injury of any agent, employee, customer, business invitee, business visitor or other person caused by the delictual conduct of the Service Provider or the Service Provider’s Personnel. For the purposes of this clause, the phrase “Third party claims” includes SARS employees; or
      4. Claims arising from damage to property owned or leased by SARS or belonging to a third party caused by the acts or omissions of the Service Provider or the Service Provider’s Personnel.
4. **INSURANCE**
   1. The Service Provider must, on or before the Commencement Date and for the duration of this Agreement, have and maintain adequate insurance cover consistent with acceptable and prudent business practices and acceptable to SARS, which must include, without limitation, professional indemnity cover against all actions, suits, claims or other expenses arising in connection with damages or Losses for which it is liable in terms of this Agreement.
   2. The Service Provider must, on Commencement Date, provide SARS with certificates of insurance evidencing that the insurance covers and policy endorsements required under this Agreement are in place, and thereafter provide evidence of renewal of such insurance at least three (3) Business Days prior to expiration thereof.
   3. The Service Provider must provide SARS with at least thirty (30) days’ notice prior to any material modification of the insurance policies contemplated in this Agreement.
   4. In the event of loss or damage or other event that requires notice or other action under the terms of any insurance coverage indicated herein, the Service Provider shall be solely responsible to take such action. The Service Provider shall provide SARS with contemporaneous notice and with such other information as SARS may request regarding the event.
   5. Without limiting the generality of SARS’ rights and remedies in this Agreement, in the event of a failure by the Service Provider to take out or maintain any insurance required hereunder, or to provide evidence of renewal within the period indicated herein, SARS may purchase the requisite insurance and deduct or offset the costs thereof from any monies due to the Service Provider by SARS under this Agreement.
5. **FORCE MAJEURE**
   1. In the event of any circumstance arising or action taken beyond the reasonable control of a Party or the Parties hereto, such as but not limited to war, rebellion, riot, civil commotion, lockout, fire, accident, operation of law, Applicable Law, epidemic, pandemic or any other circumstance preventing the Parties or any of them from the performance of any obligation hereunder (any such event hereinafter called “*force majeure* event”) then the Party affected by such *force majeure* event shall, subject to **clauses 22.2** and **22.3** herein, be relieved of its obligations hereunder during the period that such *force majeure* subsists.
   2. Should a *force majeure* event arise, the affected Party shall within seven (7) days of the commencement of the event notify the other Party of the event, giving sufficient details thereof, including details of how the event has impacted the affected Party’s ability to perform in terms of the Agreement, as well as the estimated duration of the event or disturbing circumstances.
   3. The affected Party’s relief is only to the extent so prevented and to the extent that the affected Party is not the cause of the *force majeure* event. Such Party shall not be liable for any delay or failure in the performance of any obligations hereunder or loss or damage which the other Party may suffer due to or resulting from the *force majeure* event.
   4. The affected Party shall use Commercially Reasonable Efforts to remove the disturbance with the least possible delay so that its obligations can be fulfilled as soon as reasonably possible, in the manner provided for in this Agreement.
   5. SARS shall be entitled to use the services of other parties during *force majeure* events declared by the Service Provider.
6. **STEP IN RIGHTS**
   1. In addition to any other rights and remedies that it may have in terms of this Agreement or otherwise, including the right to terminate this Agreement, SARS may in its sole discretion elect to temporarily step in and take over the Services as contemplated below, immediately upon SARS’ identification or the Service Provider's notification to SARS of the occurrence of any adverse event caused by the Service Provider, which SARS considers, in its reasonable opinion, to be an event which may affect the seamless execution of the Services.
   2. For the purposes of this clause, SARS may (at its option), either itself or by the procurement of an alternative third party service provider, temporarily take over the provision of the Services until such time that SARS is able to make permanent alternative arrangements for the provision of the Services: Provided that any takeover by SARS as envisaged in this clause shall apply for a period of no more than one hundred and eighty (180) days, reckoned from the date that SARS temporarily takes over the provision of the Services. The Service Provider must, upon the request of SARS, fully co-operate with and assist SARS during any temporary take-over of the Services.
   3. To the extent that SARS exercises its right to assume the rendering of the Services or part thereof itself, or by a third party service provider, the Service Provider shall not be entitled to any fees and/or payment during the period for which SARS or the third party assumes the Services. SARS shall not, under any circumstances, by virtue of any assumption, be obliged, deemed or required to take over or assume responsibility for the conduct of the Service Provider's business operations.
7. **CONFLICT OF INTERESTS**
   1. Neither the Service Provider nor the Service Provider’s Personnel must have any interest or receive any remuneration in connection with the execution of the Services, except as provided for in this Agreement.
   2. The Service Provider must not have or undertake duties or interests that create or might reasonably be anticipated to create an actual or perceived conflict with its duties and interests in executing this Agreement. The Service Provider must have systems in place to identify potential conflicts and to bring them to the attention of SARS.
   3. The Service Provider warrants that there are no contracts, restrictions or other matters which would interfere with its ability to discharge its obligations under this Agreement. If, while executing its duties and responsibilities under this Agreement, the Service Provider becomes aware of any potential or actual conflict between its interests and those of SARS, the Service Provider must immediately inform SARS. Where SARS forms the view that such a conflict does or could exist, it may direct the Service Provider to take action(s) to resolve that conflict, and the Service Provider shall comply with that instruction.
8. **TAX COMPLIANCE**
   1. The Service Provider represents and warrants that, as of the Commencement Date, it is and will remain compliant with all Applicable Law relating to taxation in the Republic of South Africa.
9. **GENERAL**
   1. **Advertising and Marketing**

The Service Provider shall not make or issue any formal or informal announcement, advertisement or statement to the media in connection with this Agreement or otherwise disclose the existence of this Agreement or the subject matter thereof to any other person without the prior written consent of SARS.

* 1. **Authorised Signatories**

This Agreement shall not be valid unless fully signed by the Authorised Signatories.

* 1. **Costs**

Each Party shall bear its own costs in respect of the negotiation, preparation and finalisation of this Agreement.

* 1. **Counterparts**

This Agreement may be executed in one or more counterparts, each of which shall be deemed to be an original, and all of which together shall constitute one and the same Agreement as at the date of signature of the Party last signing one of the counterparts. The Parties undertake to take whatever steps may be necessary to ensure that each counterpart is duly signed by each of them without delay.

* 1. **Covenant of Good Faith**

Each Party agrees that, in its respective dealings with the other Party under or in connection with this Agreement, it shall act in good faith.

* 1. **Governing Law and Jurisdiction**
     1. This Agreement will be governed by and construed in accordance with the law of the Republic of South Africa and all disputes, actions and other matters relating thereto will be determined in accordance with such law.
     2. The Service Provider hereby consents to the jurisdiction of the High Court of the Republic of South Africa (Gauteng Division, Pretoria), in regard to all matters arising from this Agreement.
  2. **No Cession** **or Assignment Without Consent**

Subject to Applicable Law, neither Party may assign, cede, delegate, or in any other manner transfer any benefit, right and/or obligation arising from this Agreement, without the prior written consent of the other Party, which consent shall not be unreasonably withheld.

* 1. **No Withholding of Consents**

Where agreement, approval, acceptance, consent, or similar action by either Party is required under this Agreement, such action shall not be unreasonably delayed or withheld. An approval, acceptance, consent or similar action by a Party under this Agreement shall not relieve the other Party from the responsibility of complying with the requirements of this Agreement, nor shall it be construed as a waiver of any rights under this Agreement.

* 1. **Severability**

If any clause or provision of this Agreement is found to be invalid, illegal or unenforceable in any way, such clause or provision shall be deemed to be separate and severable from the remaining provisions of this Agreement, and the validity and enforceability of such remaining provisions shall not be affected. If, however, any invalid term is capable of amendment to render it valid, the Parties agree to negotiate in good faith an amendment to remove the invalidity.

* 1. **Waiver**

### No change, waiver or discharge of the terms and conditions of this Agreement shall be valid unless in writing and signed by the Authorised Signatories, and any such change, waiver or discharge will be effective only in the specific instance and for the purpose given. No failure or delay on the part of either Party hereto in exercising any right, power, or privilege under this Agreement will operate as a waiver thereof, nor will any single or partial exercise of any right, power, or privilege preclude any other or further exercise thereof, or the exercise of any other right, power, or privilege.

* 1. **Whole Agreement and Amendment**

This Agreement constitutes the whole of the Agreement between the Parties relating to the subject matter hereof and no amendment, alteration, addition, disclaimers, qualifications, variation or consensual cancellation will be of any force or effect unless reduced to writing and signed by all Authorised Signatories. Any document executed by the Parties purporting to amend, substitute or revoke this Agreement or any part hereof, shall be titled an “Addendum” to this Agreement and signed by all Authorised Signatories.

**SIGNED FOR AND BEHALF OF SARS**

**As Authorised Signatories for the South African Revenue Service**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name:

Designation:

Date signed:

Place:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name:

Designation:

Date signed:

Place:

**FOR THE SERVICE PROVIDER**

Full Names : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Capacity : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Place : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_