**SERVICES AGREEMENT**

entered into by and between

The **SOUTH AFRICAN REVENUE SERVICE**, an organ of state within the public administration but outside the public service, established in terms of Section 2 of the South African Revenue Service Act, 1997 (Act No. 34 of 1997)

**(“SARS”)**

and

…. (Pty) Ltd, a company incorporated in terms of the company laws of the Republic of South Africa with registration number: …

**(“Service Provider”)**

**Bernaette Sehapi**



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1. **PREAMBLE**
   1. The South African Revenue Service (“SARS”) solicited bid proposals through RFP 15/2015, for the provision and facilitation of an employee engagement survey for SARS.
   2. SARS accepted the proposal of the Service Provider, and the proposal is incorporated into this Agreement by reference.
2. **APPOINTMENT**

SARS hereby appoints the Service Provider to provide the Services as defined in this Agreement, which appointment the Service Provider accepts on the terms and conditions set forth hereunder.

1. **DEFINITIONS AND INTERPRETATION**
   1. In this Agreement, unless the context otherwise requires, the following capitalised terms shall have the meanings assigned to them below and cognate expressions shall have corresponding meanings-
      1. “**Agreement**” means this Services Agreement and all annexures hereto, which form an integral part of this Agreement. Also included are all amendments, variations, and/or substitutions to the Agreement, which have been reduced to writing and signed by both Parties.
      2. “**Authorised Signatory**” means a signatory authorised by SARS and the Service Provider respectively to sign the Agreement, any amendments and/or addenda hereto.
      3. “**Business Day**” means any day other than a Saturday, Sunday or public holiday in South Africa.
      4. “**Commencement Date**” means …, notwithstanding the date of signature of this Agreement.
      5. “**Commercially Reasonable Efforts**” means taking such steps and performing in such a manner as a well-managed company would undertake where such company was acting in a prudent and reasonable manner to achieve the particular result for its own benefit, provided always that such steps are within reasonable control of the Party.
      6. “**Designated Representative**” means a person designated by each Party for the management of the Agreement, to whom all communication regarding this Agreement shall be sent.
      7. “**Key Personnel**” means those employees of the Service Provider listed in the Service Provider’s proposal who are nominated and shall be dedicated to the performance and management of the Services to SARS and shall be deemed to be material and integral to the provision of the Services.
      8. “**Parties**” means SARS and the Service Provider and “party” ­­­­as the context requires, is a reference to any one of them.
      9. “**RFP 15/2015**, subject to any contrary indication, refers to SARS’s invitation to service providers to submit proposals for the supply of a survey service to SARS for employee engagement, which RFP is incorporated herein by reference.
      10. “**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 299 Bronkhorst Street, Nieuw Muckleneuk, Pretoria.
      11. “**Service Provider**” means …(Pty) Ltd, a company incorporated in terms of the company laws of the Republic of South Africa, with registration number:…, and with its principal address at….
      12. “**Services**” means the provision and facilitation by the Service Provider of an employee engagement survey to SARS as contemplated in RFP15/2015, including functions or responsibilities not specifically mentioned herein but which are reasonably and necessarily required for the proper performance and provision of the Services.
      13. “**Signature Date**” means the date on which the last Party affixes its signature to this Agreement.
      14. “**Termination Date**” means ….
      15. “**VAT**” means Value-Added Tax levied in terms of the Value-Added Tax Act, 1991 (Act No. 89 of 1991).
   2. The headings in this Agreement are for reference purposes only and are not to be construed to affect the interpretation of any terms in the Agreement.
   3. Any reference in this Agreement to-
      1. A Clause shall, subject to any contrary indication, mean a reference to a Clause in this Agreement; and
      2. A Person refers to any person including juristic entities.
   4. Unless inconsistent with the context or save where the contrary is expressly indicated-
      1. When any number of days is prescribed in this Agreement, the 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 succeeding Business Day;
      2. This Agreement shall not be construed to provide a benefit to any person who is not a party to this Agreement;
      3. References to day/s, month/s or year/s shall be construed as calendar day/s, month/s or year/s; and
      4. A reference to a Party includes that Party’s successor-in-title and permitted assigns.
   5. If any definition in this Interpretation Clause contains a substantive provision conferring rights or imposing obligations on any Party, effect shall be given to such provision as if it was a substantive provision in the body of this Agreement.
   6. 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*.
   7. 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 do not expressly provide for this.
   8. The Agreement is fully binding on the executors, administrators, trustees, permitted assigns or liquidators of the Parties as if they had signed this Agreement in the first instance.
   9. Where figures are referred to in numerals and in words, if there is a conflict between the two, the words shall prevail.
   10. 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 provision.
2. **DURATION**

The Agreement commences on the Commencement Date, and shall subsist until the Termination Date, unless terminated earlier in terms of **Clauses 16** **or 17** below.

1. **SERVICES**

The Service Provider will provide and facilitate an employee engagement survey to SARS, as contemplated in RFP 15/2015.

1. **SERVICE PROVIDER’S DUTIES AND OBLIGATIONS**
   1. The Service Provider must –
      1. Execute the Services as contemplated in RFP 15/2015, along with the proposal.
      2. Execute the Services under the supervision of the SARS Designated Representative;
      3. Monitor the implementation of the Services against set targets, costs, and time frames.
   2. The Service Provider may not change the Key Personnel presented in its response to RFP 15/2015 without the prior written consent of SARS and in this regard -
      1. The Service Provider may make a request to SARS to replace a member of its Key Personnel, where such member has become incapacitated and/or unable to perform his/her duties under the Agreement: Provided that the proposed replacement has similar or better qualifications and experience.
      2. Where SARS approves the replacement of a member of the Key Personnel, the Service Provider shall, at its cost, provide a replacement acceptable to SARS within the time then prescribed by SARS.
      3. Should SARS, in its discretion reasonably consider a member of the Key Personnel to be incompetent or unsatisfactory, and after having provided the Service Provider with the reasons for its finding and providing the Service Provider with a reasonable opportunity to respond to and/or refute the reasons, the Service Provider will have to replace at its cost, that member with one having similar or better credentials and in line with the timeframes then stipulated by SARS.
   3. The Service Provider must take Commercially Reasonable Efforts to prevent loss of data related to the Services.
   4. The Service Provider must charge fees for Services rendered to SARS in accordance with the Service Provider’s Pricing Schedule attached hereto as **Annexure A**.
   5. The Service Provider must carry out all written instructions received from SARS timeously and in a diligent manner.
   6. For the duration of this Agreement and for a period of five (5) years after the termination of this Agreement, the Service Provider will maintain a record of the Services performed under this Agreement. The Service Provider shall provide SARS and SARS’s auditors access at reasonable times, and subject to reasonable written notice, to information, records and documentation relating to the Services 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 and/or regulators and governmental entities having jurisdiction, provided that notwithstanding any other term of this Agreement the Service Provider shall not be required to submit to any audit measure that may impair its ability to keep strictly confidential any information belonging to any of its other clients. All costs incurred in performing audits under this clause will 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.
2. **SERVICE PROVIDER’S UNDERTAKINGS**

The Service Provider undertakes to-

* 1. Provide the Services in accordance with the highest professional standards of the industry;
  2. Devote the necessary time, attention and skill to the Services and not engage in any business that will prevent the Service Provider from properly rendering the Services to SARS;
  3. Ensure that it has suitably qualified staff and sufficient resources at all times in order to properly render the Services to SARS;
  4. At all times act in an ethical manner and refrain from any corrupt business practices;
  5. Exercise reasonable care and diligence in the discharge of its obligations in terms of the Agreement; and
  6. Comply with all applicable legislation.

1. **SARS UNDERTAKINGS**

SARS undertakes to-

* 1. Give the Service Provider access to necessary documents, information or SARS’s premises;
  2. Take timeous management decisions and give necessary approvals or authorisations to enable the Service Provider to fulfil its obligations under this Agreement;
  3. Monitor and review the Service Provider’s performance in terms of this Agreement. SARS however, reserves the right, at its exclusive discretion to appoint a third party to monitor and review the Service Provider’s performance in terms of this Agreement; and
  4. Appoint a Designated Representative.

1. **PAYMENT AND SERVICE CHARGES**
   1. The Service Provider will invoice SARS according to the Pricing Schedule set out in **Annexure A.**
   2. SARS will pay the Service Provider for the Services in line with the Pricing Schedule set out in **Annexure A**.
   3. The price quoted by the Service Provider is all inclusive, and no other fee or cost will be covered by SARS.
   4. The total, VAT inclusive contract price is ….
   5. Subject to **Clause 9.7** below, SARS will effect payment in South African Rand within thirty (30) days of receipt of an accurate and complete invoice from the Service Provider.
   6. The Service Provider shall issue an invoice to SARS in a required format (i.e. a full description of the Services rendered and time spent, where applicable as well as the total fees) and in a timely fashion.
   7. Where SARS disputes the Service Provider’s invoice, SARS will notify the Service Provider of the dispute as well as the nature of the dispute within a period of seven (7) days of receipt of the invoice. The Parties will meet within ten (10) days from the date of such notice to resolve the dispute.
   8. Should the Parties fail to resolve the dispute, the matter will be dealt with in terms of **Clause 22** below.
   9. Until such time as the dispute is resolved, any disputed amount or portion of an invoice owing to the Service Provider by SARS shall not be deemed to be overdue.
   10. All amounts not disputed shall be paid by SARS to the Service Provider.
2. **WARRANTIES**
   1. The Service Provider hereby represents and warrants that-
      1. it is acting as the principal and not an agent of an undisclosed principal;
      2. it has the necessary skills, expertise, experience and resources that are required for the rendering of the Services in terms of this Agreement;
      3. the execution and performance of the terms and conditions of this Agreement is legal and binding and does not constitute a violation of any law, judgment, its founding documents or binding agreements to which it is party or by which it or its assets are bound;
      4. it has the capacity to timeously deliver the Services, time being of the essence;
      5. it will provide the Services in a cost-effective manner, thereby ensuring that no unnecessary or extraordinary costs are incurred and passed on to SARS;
      6. it has the requisite comprehensive insurance contemplated in **Clause** **15** below;
      7. it 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
      8. no factual circumstances exist that may materially affect its capacity to perform its obligations under this Agreement.
   2. By bidding, the Service Provider is deemed to have satisfied itself regarding all conditions affecting this contract, and must at all times comply with the manifest intent and obligations of this Agreement.
   3. It is expressly agreed between the Parties that each warranty and representation given by the Service Provider in this Agreement is material to this Agreement and induced SARS to conclude this Agreement.
   4. The provisions of this Clause shall survive the termination of this Agreement.
3. **REPORTING**
   1. It is the responsibility of the Service Provider to supply SARS with accurate and relevant reports stated in the RFP15/2015. The reports must be sufficiently detailed to provide SARS with the required information.
   2. The Parties may hold meetings at any time, at the reasonable request of either Party, subject to reasonable prior written notice thereof, to discuss any aspect of the Services.
   3. Any information provided by the Service Provider in the reports or meetings must be sufficiently detailed to provide assurance that the Services are on schedule.
4. **CONFIDENTIALITY**
   1. The Service Provider shall not, during the term of this Agreement and after its expiration, disclose any proprietary or confidential information (including personal information) relating to the Services, this Agreement or SARS’s business or operations to any third party without the prior written consent of SARS.
   2. “Proprietary information and confidential information” shall for purposes of this Agreement refer to, but shall not be limited to trade secrets, know-how, technology, techniques or methods of operating employed by SARS, taxpayer information; SARS Confidential Information as defined in the Tax Administration Act, 2011 (Act No. 28 of 2011) as well as any information considered confidential in terms of any other Tax Act administered by the Commissioner for SARS, internal SARS policies and/or employee details to which the Service Provider may become privy during the contract term.
   3. Where the Service Provider is not certain about the confidentiality or otherwise of information, it shall treat the information as confidential until otherwise advised by SARS.
   4. The Service Provider specifically acknowledges that all information relating to the Services, including and not limited to, literary works produced thereunder are of sensitive nature and must be kept confidential. The Service Provider undertakes not to disclose such information without first obtaining the written consent of SARS.
   5. Where the Service Provider is called upon to disclose confidential SARS information due to legal process, the Service Provider shall where legally permitted within two (2) days of being so called upon notify SARS of such an event.
   6. The Service Provider shall ensure that its personnel involved with the rendering of the Services to SARS individually signs the SARS Oath of Secrecy before commencing with execution of this Agreement, and submit the original thereof to SARS for record keeping purposes.
   7. The Service Provider will protect the interests of SARS and its Confidential Information by-
      1. making available such Confidential Information only to those of its personnel who are actively involved in the execution of its obligations under this Agreement (including relevant support staff) and then only on a “need to know” basis;
      2. putting in place internal security procedures reasonably acceptable to SARS to prevent unauthorised disclosure and taking all practical steps to impress upon those 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 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 its personnel, will at all times remain the sole and absolute property of SARS.
5. **LIABILITY OF PARTIES**
   1. Subject to **Clause 13.3** below, a Party shall be liable to the other Party for any actual damages incurred by such Party as a result of the other Party’s failure to perform its obligations in the manner required by this Agreement.
   2. Notwithstanding the provisions of **Clause 13.1** above, the Service Provider shall be liable to SARS for all direct damages and/or losses suffered by SARS as a result of a breach of **Clauses 12** above, infringement of third party intellectual property rights or a criminal act committed by the Service Provider or employees of the Service Provider.
   3. The maximum liability of the Service Provider for all claims arising out of the Services provided shall be limited to an amount equal to the fees received in connection with the Services in respect of which the claim arises. The maximum liability shall be an aggregate liability for all claims from whatever source and however arising, whether in contract, delict or otherwise.
   4. The Service Provider will not be liable to SARS or any cessionary or third party claiming through or on behalf of SARS for any punitive damages whatsoever or for any consequential or other loss or damages beyond the maximum liability specified, to the extent that such an exclusion of liability is permissible in law.
   5. Any legal proceedings arising from or in connection with the engagement (or any variation or addition thereto) must be formally commenced within three years from the date when the party bringing the proceedings becomes aware of, or ought reasonably to become aware of, the facts which gives rise to the liability alleged and in any event, not later than three years after any alleged breach of contract, negligence or other act or omission.
6. **INDEMNITY**

The Service Provider shall indemnify and hold SARS harmless against all losses, claims, demands, proceedings, damages, costs, charges and expenses (including reasonable legal expenses) of whatsoever nature arising out of this Agreement or at Law in respect of the Service Provider’s breach of the provisions of this Agreement or injury or death of any person or loss of or damage to any person or property occurring by reason of the Service Provider, its employees or agents’ wilful conduct or negligence during or after the execution of the Services.

1. **INSURANCE**
   1. The Service Provider shall-
      1. on or before the Commencement Date and for the duration of this Agreement, have and maintain in force professional indemnity insurance coverage, to cover any claims, losses and/or damages for which it is liable in terms of this Agreement; and
      2. at SARS’s request and within seven (7) days of such request, provide SARS with confirmation that such insurance is in place.
2. **BREACH**
   1. Where a Party (the “Defaulting Party”) breaches any of the provisions herein, the other Party (the “Aggrieved Party”) may give notice to the Defaulting Party and request it to remedy the breach within a period of seven (7) days, or within such further period as may be agreed upon by the Parties.
   2. If the Defaulting Party fails to remedy the breach within the specified time, then the Aggrieved Party may claim specific performance, or terminate the Agreement forthwith and claim damages from the Defaulting Party.
   3. Notwithstanding **Clause** **16.2** above, the Aggrieved Party shall be entitled to any other remedies at law, as may be applicable.
3. **TERMINATION**
   1. This Agreement will terminate on Termination Date, unless terminated earlier in terms of other provisions of this Agreement.
   2. In the event that the Service Provider is unable to pay its debts or has an administrator, liquidator or similar person or officer appointed, or where it becomes the subject of business rescue proceedings, compromises generally with its creditors, is unable to pay any judgment granted against it within ten (10) days, cease for any other reason to carry on business, or in the reasonable opinion of SARS, any of these events appear likely, SARS may terminate this Agreement without any liability to the Service Provider.
   3. SARS may, by giving notice to the Service Provider, terminate the Agreement, in respect of the Services (in whole or in part), as of a date specified in the notice of termination in the event that the Service Provider, without SARS’s written consent –
      1. sells all or substantially all of its assets; or
      2. undergoes a change of ownership/management, but only if SARS exercises its right to terminate within seven (7) days of SARS becoming aware of the occurrence of an event giving rise to such a right. For this purpose, a change of ownership/management shall be deemed to have occurred in circumstances where any natural or legal person acquires the ability, by virtue of ownership, rights of appointment, voting rights, management agreement, or agreement of any kind, to control or direct, directly or indirectly, the board or executive body or decision making process or management of the Service Provider.
4. **FORCE MAJEURE**
   1. Where an event occurs, the nature of which is beyond the reasonable control of one of the Parties (a “*force majeure event*”), which event renders it impossible for the Service Provider to continue providing the Services, either in whole or in part, the Party experiencing the *force majeure event* shall inform the other Party by written notice, of the event within a period of two (2) days.
   2. The Agreement may be suspended for the duration of the *force majeure event*. The Party that invoked *force majeure* shall upon cessation of the *force majeure event* notify the other Party promptly.
   3. In the event that the *force majeure event* continues for a period exceeding ten (10) days, either of the Parties may terminate this Agreement.
5. **RELATIONSHIP BETWEEN PARTIES**

The Service Provider is an independent contractor and shall not be construed as a partner, joint venture partner or agent, or employee of SARS in the performance of its duties and responsibilities pursuant to this Agreement.

1. **NON–EXCLUSIVITY**
   1. The Service Provider is appointed to provide the Services to SARS on a non-exclusive basis and SARS will not be precluded from obtaining Services that may be similar or identical to the Services from any other service provider.
   2. Nothing contained herein will in any way be construed or constitute a guarantee in favour of the Service Provider that the Service Provider will receive any work or contract from SARS for Services after the Termination Date, whether under this Agreement or otherwise.
2. **INTELLECTUAL PROPERTY**
   1. The Parties will retain ownership of all of their intellectual property rights owned and developed prior to the commencement of this Agreement.
   2. In the event of the Service Provider’s intellectual property being incorporated into any aspect of the Services being rendered in terms of this Agreement, the Service Provider hereby grants SARS a non-exclusive, royalty free license for the duration of this Agreement to use, alter, and adapt such intellectual property for its own purposes in connection with the Services.
   3. Subject to pre-existing intellectual property rights of the Service Provider and/or any third party, all intellectual property right to literary works created in the course of executing the Services shall vest exclusively in SARS, provided that the Service Provider does not convey any ownership in any intellectual property or related rights owned or licensed by the Service Provider and used in the performance of the Services, or the frameworks, methodologies, analytical tools and industry data and insights that may be used or developed by the Service Provider in the performance of the Services.
   4. In the event that the Service Provider does not hold the right, title and interest to all intellectual property incorporated in the rendering of the Services, the Service Provider will procure the necessary licenses and/or use rights for SARS from the relevant third party.
   5. 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 from the relevant third party and indemnifies SARS against any claim of infringement, which any third party may make or bring against SARS.
3. **DISPUTE RESOLUTION**

* 1. The Parties will endeavour to in good faith and through negotiations between a SARS Senior Manager and Director of the Service Provider resolve any dispute arising out of this Agreement within seven (7) days of the dispute arising.
  2. A dispute which cannot be amicably settled between the Parties in terms of **Clause** **22.1** above shall be referred to arbitration in accordance with the Rules of Arbitration Foundation of Southern Africa.
  3. This clause will not be applicable to such provisions in this Agreement which provide for their own remedies and which remedies would not be compatible with arbitration; or in the event of either Party seeking urgent relief in a court of competent jurisdiction.
  4. This clause is not applicable in the event where a Party has instituted an urgent action against the other in any court of competent jurisdiction.
  5. This clause will be 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 9.9** above, where the resolution of a dispute is pending, neither Party may in such circumstances suspend their obligations under this Agreement.

1. **BROAD-BASED BLACK ECONOMIC EMPOWERMENT**

* 1. The Service Provider commits and warrants compliance in all respects with the requirements of the Broad-Based Black Economic Empowerment Act, 2003 (Act No. 53 of 2003) [hereinafter referred to as the “BBBEE Act”], as amended from time to time and the Codes of Good Practice issued in terms of the BBBEE Act.
  2. Within one (1) month of the Commencement Date of this Agreement, the Service Provider shall provide SARS with a certified copy of a valid BEE rating status from an agency accredited by the South African National Accreditation System (SANAS) or the Independent Regulatory Board of Auditors (IRBA).
  3. During the currency of this Agreement (including any extension or renewal hereof which may apply), the Service Provider shall remain BEE compliant, failing which it must provide written confirmation from a verification agent that it is in the process of being rated.
  4. A failure to provide a certified copy of its BEE rating status or a failure to comply with provisions of this clause will entitle SARS to terminate the Agreement by giving the Service Provider one (1) month's written notice.

1. **TAX COMPLIANCE**

* 1. The Service Provider warrants that as of the Commencement Date it is in full compliance with, and throughout the term of this Agreement shall remain in full compliance with all the applicable laws relating to taxation in the Republic of South Africa.
  2. The Service Provider will upon the Signature Date, submit a copy of a valid tax clearance certificate to SARS’s Procurement Office.
  3. It will be a ground for termination, where the Service Provider fails to submit a valid tax clearance certificate to SARS. Termination resulting from such an eventuality, will result in SARS having no liability whatsoever towards the Service Provider.
  4. Should the Service Provider have any taxes due to SARS, SARS may offset the amount due from the Service Provider’s payment. Where applicable, SARS will give the Service Provider notice of such course of action before it offsets the amount.

1. **GENERAL**
   1. **Assignment**

Neither Party shall be entitled to assign, cede, sub contract, or delegate any rights and/or obligations or any benefit arising from this Agreement, without obtaining the prior written consent of the other Party, which consent shall not be unreasonably withheld.

* 1. **Severability**

Where any of the terms and conditions of this Agreement is found to be invalid, unlawful or unenforceable, such terms and conditions shall be severable from the remaining terms and conditions which shall continue to be valid and enforceable. If any term or condition held to be invalid is capable of amendment to render it valid, the Parties agree to negotiate 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 reduced to writing and signed by an Authorised Signatory of the Party against which such change, waiver or discharge will be effective and only in that 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 be construed 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. **Authorised Signatories**

The Parties agree that this Agreement and any Schedules, Annexures or Addenda to this Agreement shall not be valid unless signed by all authorised signatories of SARS and the Service Provider.

* 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. **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, variation or consensual cancellation will be of any force or effect unless reduced to writing and signed by the Parties hereto.

* 1. **Law Governing Contract**

This Agreement shall be governed by the laws of the Republic of South Africa, and the Parties hereby consent to the non-exclusive jurisdiction of the North Gauteng High Court, Pretoria.

* 1. **Order of Precedence**

In the event of a conflict between the provisions of this Agreement and legal obligations arising from any other document pursuant thereto, the provisions of this Agreement shall prevail.

* 1. **Covenant in 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. **Costs**

Each Party shall bear and pay its own costs of or incidental to the drafting, preparation, and execution of this Agreement.

1. **ADDRESSES**
   1. All notices forming part of legal proceedings must be served at the physical address of a Party, whilst any other communication (including, without limitation, any approval, consent, demand, query or request) may be sent by registered post, delivered by hand, transmitted by facsimile or electronic mail to the recipient Party at its relevant address/numbers set out below-

**For SARS**

For service of ***legal processes*** the address shall be as follows-

Attention: Acting Group Executive - Corporate Legal Services

Khanyisa Building

281 Middel Street

Nieuw Muckleneuk

Pretoria

[Esmith3@sars.gov.za](mailto:Esmith3@sars.gov.za)

For service of ***notices and communication*** the address shall be as follows-

Attention: Executive - Procurement

Linton House, Brooklyn Bridge

570 Fehrsen Street

Brooklyn

Pretoria

Facsimile number: 086 2744 956

**For Service Provider**

Attention: ….

….

….

Tel:

Fax:

* 1. Either Party may, by written notice to the other Party, change any of the addresses or numbers at which, or the Designated Representatives for whose attention legal notices or other communications should be given, provided that such change/s will not become effective until seven (7) days after notice to this effect was given.
  2. Any notice or other communication given by any Party to the other Party which-
     1. Is sent by registered post to the addressee at its specified address shall be rebuttably presumed to have been received by the addressee on the seventh (7th) day after the date of posting; or
     2. Is delivered by hand during the normal business hours of the addressee at its specified address shall be rebuttably presumed to have been received by the addressee at the time of delivery; or
     3. Is transmitted by fax to the addressee at the addressee’s specified fax number shall be rebuttably presumed to have been received by the addressee on the date of transmission as indicated on the sender’s facsimile report; or
     4. Is transmitted by electronic mail to the addressee at the addressee’s specified electronic mail address shall be rebuttably presumed to have been received by the addressee on the date of transmission as reflected on the sender’s electronic mail records.
  3. The provisions of this **Clause 26** shall not invalidate any notice or other communication actually received by a Party, even if not given in the manner prescribed.
  4. The Parties choose their respective addresses in **Clause 26.1** above as their respective *domicilia citandi et executandi* at which all documents relating to any legal proceedings to which they are Party must be served.

1. **CONFLICT OF INTEREST**
   1. The Service Provider confirms that to the best of its knowledge it shall not be acting in conflict with the interests of SARS when providing the Services.
   2. The Service Provider undertakes to notify SARS, at the earliest opportunity practical in the circumstances, of the nature and extent of any direct or indirect interests which it may have in conflict with SARS’s interests, in the event that a conflict of interest is identified pursuant to a Service request being received from SARS.

**SIGNED AT PRETORIA FOR AND BEHALF OF SARS**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Elizabeth Khumalo**

**Chief Officer: Human Resources**

**Date:**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Mogogodi Dioka**

**Executive: Procurement**

**Date:**

**FOR AND ON BEHALF OF SERVICE PROVIDER**

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

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

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

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

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