



SERVICE LEVEL AGREEMENT

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

..... a private company incorporated in accordance with
the laws of South Africa with registration number:

("Service Provider")

FOR THE SUPPLY AND DELIVERY OF FORKLIFTS

TABLE OF CONTENTS

1. APPOINTMENT	3
2. INTERPRETATION	3
3. DURATION	9
4. SALE	9
5. SELLER'S UNDERTAKING	10
6. QUALITY OF THE FORKLIFTS	13
7. PURCHASER'S UNDERTAKING	13
8. SERVICE LEVELS	14
10. SERVICE LEVEL MANAGEMENT	17
11. THE SERVICE PROVIDER'S CALL LOGGING PROCEDURE	18
12. PERSONNEL	20
13. CHANGES TO SERVICE LEVEL AGREEMENT	21
14. WARRANTIES	22
15. HEALTH, SAFETY AND SECURITY PROCEDURES AND GUIDELINES	23
16. INDEMNITIES AND INSURANCE	24
17. LIMITATION OF LIABILITY	25
18. SECURITY VETTING OF THE SERVICE PROVIDER'S PERSONNEL	25
19. ETHICAL BUSINESS PRACTICES	26
20. BREACH	27
21. TERMINATION	28
22. FORCE MAJEURE	30
23. STEP IN RIGHTS	31
24. RELATIONSHIP BETWEEN THE PARTIES	33
25. DISPUTE RESOLUTION	33
26. NON-EXCLUSIVITY	34
27. ADDRESSES	34
28. CONFIDENTIALITY	35
29. MISCELLANEOUS	36
31. GOVERNING LAWS	37
32. COSTS	38

1. APPOINTMENT

- 1.1 SARS issued a Request For Proposal under number RFP 34/2020 (hereinafter referred to as the “RFP” and attached hereto as **Annexure ...**) for the supply and delivery of forklifts and commissioning thereof (defined in this Agreement as “Services”).
- 1.2 The Service Provider submitted a proposal (hereinafter referred to as the “Service Provider’s Proposal” and attached hereto as **Annexure ...**) to SARS and SARS has accepted the proposal following SARS’s procurement process for such Services.
- 1.3 SARS therefore appoints the Service Provider on a non-exclusive basis, to provide the Services for the SARS’s office(s) listed in **Annexure ...**, which appointment the Service Provider accepts subject to the terms and conditions of this Agreement.

2. INTERPRETATION

- 2.1 The head notes 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.
- 2.2 Unless inconsistent with the context, the words and expressions have the following meanings and similar expressions will have corresponding meanings-
 - 2.2.1 **“Agreement”** means this Agreement including any annexures referenced herein.
 - 2.2.2 **“Amount at Risk”** means the maximum percentage (5%) of the Service Provider’s total monthly invoice, which may be at risk in respect of Service penalties imposed resulting from any Service Level Failures;
 - 2.2.3 **“Authorised Representative”** mean signatories authorised by SARS and the Service Provider respectively to sign the Agreement and any amendments or addenda on their behalf;
 - 2.2.4 **“Business Day”** means any day other than a Saturday, Sunday or public

holiday in the Republic of South Africa;

2.2.5 **“Commencement Date”** means notwithstanding the date when the last signature is affixed to this Agreement;

2.2.6 **“Confidential Information”** means any proprietary and confidential information or data of any nature, tangible or intangible, oral or in writing and in any format or medium, which (i) is received by the Receiving Party from the Disclosing Party; (ii) is received by the Receiving Party from a Third Party acting on behalf of the Disclosing Party; or (iii) comes to the knowledge of the Receiving Party by any other means. Confidential Information includes such information whether marked as ‘Confidential’ or with a similar legend or not.

2.2.6.1 Without limitation, the Confidential Information of SARS will include the following-

2.2.6.1.1 this Agreement; and

2.2.6.1.2 any other non-public information, regardless of whether such information is marked ‘Confidential’ or with another similar designation, including: SARS Data; SARS’s financial information; information regarding taxpayers/vendors; information regarding employees, independent contractors and suppliers of SARS and governmental entities; processes and plans of SARS and governmental entities; projections, manuals, forecasts, and analysis of SARS and governmental entities; SARS’s intellectual property or intellectual property licensed to SARS or a governmental entity, and any other information of SARS and governmental entities which would be deemed by a reasonable Person to be confidential or proprietary in nature.

- 2.2.6.2 Confidential Information will not include information that: (i) is in or enters the public domain without breach of this Agreement; (ii) the Receiving Party receives from a Third Party without restriction on disclosure and without breach of a non-disclosure obligation; or (iii) the Receiving Party knew prior to receiving such information from the Disclosing Party; or (vi) develops independently without reference to the Disclosing Party's Confidential Information (as established by documentary evidence). The onus will at all times rest on the Receiving Party to establish that such information falls within any such exclusion. Confidential Information will not be deemed to be within one of the foregoing exclusions merely because such information is embraced by more general information that is in the public domain or was already in the Disclosing Party's possession.
- 2.2.6.3 The determination of whether information is Confidential Information will not be affected by whether or not such information is subject to, or protected by, common law or statute related to copyright, patent, trademarks or otherwise;
- 2.2.7 **"Disclosing Party"** means the Party who furnishes or otherwise makes available such Party's Confidential Information to the other Party (including such other Party's personnel or Third Party suppliers, as applicable) or on whose behalf such Party's Confidential Information is furnished or otherwise made available to the other Party (including such other Party's personnel or Third Party suppliers, as applicable);
- 2.2.8 **"Losses"** means all losses, liabilities, costs, expenses, fines, penalties, damages and claims, and all related costs and expenses as determined in Law;
- 2.2.9 **"Parties"** means SARS and the Service Provider and **"Party"** as the context requires, is a reference to any one of them;
- 2.2.10 **"Purchaser"** means the South African Revenue Service established in terms of section 2 of South African Revenue Service Act, 1997 (Act No. 34 of 1997)

with its principal address at 299 Bronkhorst Street, Nieuw Muckleneuck, Pretoria

- 2.2.11 **“Receiving Party”** means the Party, other than the Disclosing Party, that receives disclosure of any Confidential Information;
- 2.2.12 **“SARS”** means 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) with its principal address at 299 Bronkhorst Street, Nieuw Muckleneuck, Pretoria;
- 2.2.13 **“SARS Data”** means all information, whether or not Confidential Information, disclosed to the Service Provider by or on behalf of SARS, and includes information derived from such information;
- 2.2.14 **“SARS Representative”** will be such Person as may be nominated from time to time by SARS;
- 2.2.15 **“Seller”** means....., a private company registered in accordance with the Laws of South Africa, with registration number: and its registered address at
- 2.2.16 **“Services”** means the supply, delivery and commissioning of the Forklifts as fully described in the RFP annexed herewith and Marked A;
- 2.2.17 **“Signature Date”** means the date of signature of this Agreement by the Party last signing;
- 2.2.18 **“Termination Date”** means
- 2.2.19 **“Third Party”** means a Person other than SARS or the Service Provider;
- 2.2.20 **“VAT”** means Value-Added Tax levied in terms of the Value-Added Tax Act, 1991 (Act No. 89 of 1991);

2.3 Any reference in this Agreement to –

- 2.3.1 a “**Clause**” will, subject to any contrary indication, be construed as a reference to a Clause hereof;
- 2.3.2 “**Law**” will be construed as any Law (including common or customary Law), or statute, constitution, decree, judgment, treaty, regulation, directive, by-law, order or any other legislative measure of any government, local government, statutory or regulatory body or court;
- 2.3.3 a “**Person**” is a reference to any person, company, close corporation, trust, partnership or other entity, whether or not having separate legal personality;

2.4 Unless inconsistent with the context or save where the contrary is expressly indicated –

- 2.4.1 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 definition Clause, effect will be given to it as if it was a substantive provision of this Agreement;
- 2.4.2 when any number of days is prescribed in this Agreement, same will be reckoned exclusively of the first and inclusively of the last day, unless the last day falls on a day which is not a Business Day, in which case the last day will be the next succeeding Business Day;
- 2.4.3 in the event that the day for payment of any amount due in terms of this Agreement should fall on a day which is not a Business Day, the relevant day for payment will be the subsequent Business Day;
- 2.4.4 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 will be the subsequent Business Day;
- 2.4.5 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;
- 2.4.6 no provision of this Agreement constitutes a stipulation for the benefit of any

Person who is not a Party to this Agreement; and

- 2.4.7 a reference to a Party includes that Party's successors-in-title and permitted assigns.
- 2.5 Unless inconsistent with the context, an expression which denotes –
- 2.5.1 any one gender includes the other genders; and
- 2.5.2 the singular includes the plural and vice versa.
- 2.6 The RFP and the Service Provider's proposal (**Annexures ... and ...**) forms an integral part hereof and words and expressions defined therein shall bear, unless the context otherwise requires, the same meaning in this Agreement. To the extent that there is any conflict between the RFP, Service Provider's Proposal and the provisions of this Agreement, the provisions of this Agreement shall prevail.
- 2.7 Where any term is defined within the context of any particular Clause in this Agreement, the term so defined, unless it is clear from the Clause in question that the term so defined has limited application to the relevant Clause, will bear the same meaning as ascribed to it for all purposes in terms of this Agreement, notwithstanding that the term has not been defined in that Clause.
- 2.8 The termination of this Agreement will not affect any of the provisions of this Agreement which operate after any such termination or which of necessity must continue to have effect after such expiration or termination, notwithstanding that the Clauses themselves do not expressly provide for this.
- 2.9 This Agreement is 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.
- 2.10 Where figures are referred to in numerals and in words, if there is any conflict between the two, the words will prevail.

- 2.11 The words "include" and "including" mean "include without limitation" and "including without limitation". The use of the words "include" and "including" followed by a specific example or examples will not be construed as limiting the meaning of the general wording preceding it.
- 2.12 For all purposes under this Agreement, a reference to "written" or "in writing" will exclude any data message and "signed" or "signature" will not include an electronic or advanced electronic signature. The terms "data message", "electronic signature" and "advanced electronic signature" will have the meanings assigned to it in the Electronic Communications and Transactions Act, 2002 (Act No. 25 of 2002), as amended.

3. DURATION

- 3.1 This Agreement commences on the Commencement Date, notwithstanding the date of signature hereof and will continue in full force and effect for a period to be determined by the Parties subject to the maintenance period, until the Termination Date, unless terminated earlier in terms of this Agreement.

4. SALE

- 4.1 The Seller hereby sells, conveys and transfers to the Purchaser all rights, title and interest, two (2) forklifts.
- 4.2 Delivery of the forklifts to the Purchaser shall take place within Days after receipt of a purchaser order or such later date as otherwise agreed in writing between the Parties.
- 4.3 The Seller shall deliver the forklifts to such address included in the purchase order or as otherwise agreed in writing between the Parties.
- 4.4 Upon acceptance by the Purchaser of the forklifts, which acceptance shall be identified by the Purchaser taking possession of the forklifts, such acceptance shall acknowledge that the forklifts are in good order condition and the Purchaser is satisfied with the quality of the Forklifts.
- 4.5 The Seller represents that it owns the forklifts described in the Agreement and such equipment is free from liens and encumbrance according to law.

5. SELLER'S UNDERTAKING

The Seller undertake to-

- 5.1 Provide the Services to the Purchaser in line with the terms and conditions of this Agreement, read together with the Seller's proposal submitted in response to the RFP 34/2020
- 5.2 Carry out routine servicing and inspection of the forklifts at such intervals as may be reasonable required by the Purchaser including the adjustment, repair or replacement of any defective working parts where caused by standard operating fair wear and tear discovered during such maintenance or service.
- 5.3 Use all reasonable endeavours to supply spare/ replacement components required to maintain forklifts using new parts as the Purchaser may consider necessary.
- 5.4 Provide training to the Purchaser's designated employees for the operation of the forklifts at no additional costs to the Purchaser.
- 5.5 Provide the Purchaser with the benefits of any manufacturer's and supplier's express warranties of fitness and performance of the forklifts supplied to the Purchaser.
- 5.6 Observe and comply with all reasonable directives from time to time issued by the Purchaser in relation to the Services.
- 5.7 Ensure that it has suitably qualified staff and sufficient resources at all times in order to properly render the Services to the Purchaser.
- 5.8 Ensure that it has sufficient contingency plans in place and shall at all times be responsible to the Purchaser for the fulfilment of its obligations under this Agreement.
- 5.9 Devote the necessary time, attention and skill to the Services and not engage in any business that will prevent the Seller from properly rendering the Services to the Purchaser.
- 5.10 Exercise reasonable care and diligence in the discharge of its obligations in terms of the Agreement.
- 5.11 Appoint Designated Person to manage this Agreement with the Purchaser and to ensure the efficient and effective delivery of the Serviced to the Purchaser.

- 5.12 Invoice the Purchaser for Services rendered in the required format and in timely fashion.
- 5.13 Stay abreast of technological developments relating to forklifts and will advise the Purchaser of any new technology as and when it becomes available.
- 5.14 Submit Service Reports and Timesheets (where applicable) to the relevant Purchaser Authorised Representative for sign-off at each office site pursuant to any Services having been rendered by the Seller to the Purchaser.
- 5.15 Retain for audit purposes copies of all Service Reports and Timesheets duly signed by both Parties Authorised Representatives.
- 5.16 Provide a telephone and email service to the Purchaser for the submission of orders and or logging of Service calls.
- 5.17 Keep a detailed record of –
- 5.17.1 each Service Call logged by the Purchaser (including the name of the Purchaser official, time and nature of each call) alternatively each email request received;
- 5.17.2 To whom the Service Call was allocated for resolution; and
- 5.17.3 The date and time when the Service Call or email request was resolved.
- 5.18 Acknowledge all Service Calls logged, queries made or e-mail requests sent by the Purchaser to the Seller within 24 (twenty four) hours of such Service Call being logged, query made or e-mail sent by the Purchaser.
- 5.19 Ensure that it together with its personnel observe and adhere to the Purchaser's security policies and procedures especially those policies that relate to access to the Purchaser premises and that any of its staff who access the Purchaser's prior permission shall have signed the Purchaser's Oath of Secrecy; and
- 5.20 As possible, but in any event. By not later than the Commencement Date have and maintain sufficient professional indemnity insurance for the duration of this Agreement, against any of its potential liabilities that may arise as a result of the provision of the Services and provide the Purchaser with such insurance cover in the form of certificate issued by the Seller's insurer.

6. QUALITY OF THE FORKLIFTS

- 6.1 The Seller shall implement all necessary quality controls to ensure that the forklifts meet the agreed specifications.
- 6.2 The Purchaser or its designee shall have the right upon reasonable notice at any reasonable time to inspect the forklifts to ensure compliance with the conditions standards and specifications.
- 6.3 The Purchaser is entitled not to accept (and / or refuse delivery of) any goods which do not conform to any of the conditions, standards and/ or specifications and any other standards within the industry.)
- 6.4 Payment for the forklifts shall not constitute acceptance by the Purchaser of such goods.
- 6.5 As soon as it is practically possible the Purchaser shall notify the Seller of any defective or non-conforming forklifts and shall give the Seller a reasonable opportunity to inspect same. Subject to the Purchaser's availability, the Seller concerned shall within an agreed time afterwards either repair or replace all non-conforming or defective forklifts at no additional charge to the Purchaser.
- 6.6 The Seller shall notify the Purchaser immediately in writing once it becomes aware of or has reason to believe that any forklifts delivered to the Purchaser are defective or do not conform with the applicable conditions, standards and/ or specification in any manner whatsoever. The Seller shall cooperate in good faith with the Purchaser to determine whether the Forklifts delivered are so defective or non-conforming.

7. PURCHASER'S UNDERTAKING

THE PURCHASER UNDERTAKES TO –

- 7.1 Pay the Seller for Services rendered as set out in **clause 5** above.
- 7.2 Give the Seller access to the Purchaser's premises wherever the provision of Services are required subject to **clause 5.19** above.

- 7.3 Cooperate with the Seller at all times for purposes of facilitating the timeous and efficient delivery of the Services.
- 7.4 Appoint a Designated Person to manage the Agreement on behalf of the Seller.

8. SERVICE LEVELS

- 7.5 Failure to adhere to any of the Service Levels mentioned in **Clauses** Error! Reference source not found. **and** Error! Reference source not found. will be regarded as a Service Level Failure and will result in SARS levying a financial penalty set out in the Table below.
- 7.6 A financial penalty is not a substitute for any other claims that SARS may have against the Service Provider in respect of breach of this Agreement.
- 7.7 For any given calendar month, the following financial penalties will apply to any Service Level Failure-

Number of incidents	Percentage of Penalty
First incident of Service Level Failure	20% of Amount at Risk based on the total monthly invoice.
Second incident of Service Level Failure	40% of Amount at Risk based on the total monthly invoice.
Third incident of Service Level Failure	60% of Amount at Risk based on the total monthly invoice.
Fourth incident of Service Level Failure	80% of Amount at Risk based on the total monthly invoice.
Fifth incident of Service Level Failure	100% of Amount at Risk based on the total monthly invoice; alternatively SARS reserves the right to cancel the Agreement.

7.8 The following instances shall be excluded from being regarded as a failure to adhere to the agreed Services Levels-

7.8.1 Where the Service Call is suspended in agreement with SARS;

7.8.2 Where the Service Call has been referred back to SARS for further clarification;
or

7.8.3 Where planned pre-approved access to the relevant forklift is delayed by SARS.

9. SERVICE CHARGES AND PAYMENT TERMS

8.1 In respect of the Services supplied to SARS in terms of this Agreement from time to time, SARS undertakes to pay to the Service Provider the service charges calculated in accordance with the agreed charges within thirty (30) days of receipt of an accurate, complete invoice.

8.2 All fees, charges and disbursements, as stated in **Annexure ...** hereto, are quoted inclusive of VAT.

8.3 The Service Provider shall on the last day of the month, in which the Services were rendered, issue SARS with an invoice for the relevant month, which is accurate and contains all relevant information as required by law.

8.4 All invoices shall be accompanied by a service report, signed off by the local SARS Facilities Management Representative, detailing the Services that were rendered.

8.5 All payments in terms of or arising out of this Agreement:-

8.5.1 shall be made free of administration costs, bank exchange, commission or any other deduction to the Party thereto; and

8.5.2 subject to **Clause 8.7**, neither Party shall have the right to defer, adjust or withhold any payment due to the other in terms of or arising out of this Agreement or to obtain deferment of judgment for such amounts or any execution of such judgment by reason of any set-off or counterclaim of

whatsoever nature or howsoever arising.

- 8.6 SARS may on written request reimburse the Service Provider for special or unusual expenses incurred at the South African Revenue Service's specific request and approved in terms of its internal procurement policy.
- 8.7 SARS may withhold payment of fees, charges and disbursements that SARS disputes in good faith or, if the disputed fees have already been paid, SARS may withhold an equal amount from a later payment, including disputes in respect of an error on an invoice or an amount paid.
- 8.7.1 SARS shall within five (5) days of receipt of the invoice notify the Service Provider in writing that it is disputing such amount providing a reasonable explanation of the rationale therefor; and the Parties shall promptly first address such dispute in accordance with this Clause.
- 8.7.2 If the dispute relates to only certain of the amounts included on an invoice (or equals in the case of disputed amounts that have already been paid), then SARS shall pay the undisputed amounts in accordance with **Clause 8.1**.
- 8.7.3 If an invoice is identified as incorrect, then the Service Provider shall either issue a correct invoice if the amount has not yet been paid, or make a correction on the next invoice if the amount has been paid.
- 8.8 The Parties' senior managers (one level up from the Service Provider's Project Manager and the SARS Representative) shall meet to resolve the dispute within five (5) days of SARS giving notice of the dispute. The senior managers shall endeavour to resolve the dispute within five (5) days of its referral to them.
- 8.9 The undisputed portion(s) of the invoice shall be payable on the terms defined in **Clause 8.1-8.5**;
- 8.10 Where the dispute remains unresolved after the informal procedures set out in **Clause 8.8** above the dispute shall be dealt with in terms of the dispute resolution procedures set out in **Clause 25** of this Agreement.

8.11 The fees and/ or charges will be fixed for a period of 12 (twelve) months.

10. SERVICE LEVEL MANAGEMENT

9.1 In order to manage the Services provided by the Service Provider to SARS, the Parties agree that meetings between the Parties will be arranged on the following basis:

Meeting	Frequency	SARS Representative	Service Provider Representative
Service Relationship Review	Annually	National Facilities Manager and National Financial Manager	Project Manager
Service Review	Monthly	SARS Regional Facilities Management	Project Manager

9.2 During the monthly Service Review meeting the performance of the Service Provider will be discussed.

9.3 In the event that SARS is dissatisfied with the overall execution of the Services based on multiple Service Level failures, such dissatisfaction will be communicated to the Service Provider's Project Manager at a meeting held between the Parties in terms of **Clause 9.2**. Should the Service Provider be unable to improve its performance and execute the Services at a level acceptable to SARS, during the month following such monthly Service Review meeting, SARS reserves the right to terminate the Agreement based on malperformance, as provided for in **Clause 22.2**. Service Credits will continue to accrue to SARS in respect of any Service Level Failures during such remedial period/s or during any notice period/s.

9.4 Where SARS is of the opinion that the Service Provider is failing to meet its obligations in terms of adhering to the Preventative Maintenance Schedule or prescribed Response and Resolution times, or where the Service Provider is of the opinion that SARS is not fulfilling its responsibilities in terms of **Clause 13**, such non-compliance shall be reported and escalated (if necessary) through the escalation channels as set out below.

9.4.1 The Service Provider's escalation channels:

Escalation	Contact Name	Contact Number
Helpdesk		
Service Manager		

9.4.2 The SARS escalation channels read with **Annexure ...**-

	Primary Number	Alternative Number
Escalation #1	Regional Facilities Manager	Helpdesk

11. THE SERVICE PROVIDER'S CALL LOGGING PROCEDURE

The following procedures need to be followed by SARS to report Forklift related faults and/or problems. Adherence to these procedures will ensure the best possible response and turnaround times for the resolution of all faults and/or problems relating to the relevant Forklift.

10.1 The SARS Regional Facilities Manager or SARS designated helpdesk support staff will contact the Service Provider's Service Centre via the SARS Facilities Helpdesk by means of any of the following methods:

 During Service Hours:

 After Service Hours:

 Per email during Service Hours:@.....

10.2 The Service Provider will require the following information from SARS in order to resolve the Service Call-

10.2.1 Site where the fault and/or problem arose (compulsory);

10.2.2 Forklift model number (optional);

- 10.2.3 Forklift serial number (optional);
 - 10.2.4 Full description of the fault and/or problem (compulsory);
 - 10.2.5 First name of the Service Call logger (compulsory);
 - 10.2.6 Last name of the Service Call logger (compulsory);
 - 10.2.7 Land line number (compulsory);
 - 10.2.8 Cell number (compulsory);
 - 10.2.9 Fax number (compulsory);
 - 10.2.10 Email address (compulsory); and
 - 10.2.11 Full physical address (optional).
- 10.3 On receipt of the Service Call the Service Provider will analyse the fault and/or problem and-
- 10.3.1 For forklifts that are still under warranty repair, will repair the Forklift; and
 - 10.3.2 For Break and Fix repair, resolve the Service Call within the timelines set out
Clause Error! Reference source not found..
- 10.4 All communication will be sent to the email address of the Service Call logger as supplied when logging the call.
- 10.5 It should be noted that-
- 10.5.1 All faults and/or problems must be reported to the Service Provider Service Centre. Only logged calls will constitute a Service Call. Faults and/or problems communicated directly to an engineer or other service personnel will not be recognized as an official call until logged with the Service Centre.

- 10.5.2 A reference number will be assigned when a Service Call is logged with the Service Provider Service Centre, which will assist with any further enquiries regarding the progress or status of the Service Call.
- 10.5.3 Telephonic assistance may be provided by a qualified technician in order to attempt to rectify the fault and/or problem.
- 10.5.4 The Service Provider must record all details relating to a Service Call (defined in **Clause** Error! Reference source not found. above) in a logbook which will be kept at the relevant SARS Facilities Office for the Service Provider's technicians.
- 10.5.5 If a Service Call causes the Service Provider to start the repair of a Forklift otherwise covered under Limited Warranty and the Service Provider reasonably determines that the Forklift is not defective and that the fault and/or problem giving rise to the Service Call was the result of user error, hardware, electrical spikes or any other components by a party other than the Service Provider, SARS will be invoiced accordingly.
- 10.5.6 If a Service Call is subsequently determined to have arisen as a result of the Service Provider's negligence on previous break and fix repair work on a specific Forklift or failure to conduct the relevant preventative maintenance on a specific Forklift, SARS shall not be invoiced and the cost will be borne by the Service Provider.

12. PERSONNEL

- 14.1 The Service Provider undertakes to make available from time to time personnel as may be required for the purpose of rendering the Services to SARS according to the levels of service required in terms of this Agreement.
- 14.2 The Service Provider shall be solely responsible for their personnel at all times and nothing contained in this Agreement may be construed as constituting any relationship between the contracting Parties other than for the Services provided.
- 14.3 For the purpose of liaising from time to time with the Service Provider regarding any of their

personnel, the Service Provider shall appoint a Project Manager and provide SARS with their relevant contact details within seven (7) days after the Commencement Date. Any complaints, queries, requests, notices or like information relating to any of the Service Provider's personnel which may in any way be reasonably regarded as material to the Service Provider's responsibility for their personnel shall be communicated by SARS in writing to the Service Provider's Project Manager. The Service Provider undertakes to take such action as may be appropriate in a timely manner upon receiving such notice.

13.CHANGES TO THE SERVICE LEVEL AGREEMENT

15.1 Amendment to Agreement

Any amendment to the terms and conditions of this Agreement must be approved by both the Service Provider and SARS. The amendment of this Agreement will take place in the form of an addendum which will be recorded as an Appendix to this Agreement and which must be duly signed by both Parties' Authorised Representatives.

15.2 New Services to Agreement

The Parties will agree in writing to the addition of new Services during the term of this Agreement, where after such new Services will be incorporated into the definition of Services as defined. The Service Provider will be responsible for initiating and ensuring completion of the new Services. These Services will further be incorporated into the scope of work to be carried out by the Service Provider. Changes to the Services may be reviewed on a regular basis upon written request made by either Party. Such changes will be effected by following the process described in **Clause 15.1** above.

14. WARRANTIES

16.1 The Service Provider hereby represents and warrants to SARS that –

- 16.1.1 this Agreement has been duly authorised and executed by it and constitutes a legal, valid and binding set of obligations on it;
- 16.1.2 it is acting as a principal and not as an agent of an undisclosed principal;
- 16.1.3 the execution and performance of the terms and conditions 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 it, its assets or its business, or its memorandum, articles of association 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;
- 16.1.4 it is, at the Commencement Date of this Agreement, in compliance with, and throughout the term it will remain in compliance with, all applicable Laws relating to taxation in the Republic of South Africa. The Service Provider further warrants to SARS that it will deliver to SARS upon the Signature Date, and on each anniversary thereof during the term of the Agreement, a valid tax clearance certificate issued for the then current year. Failure to provide such a certificate will entitle SARS to withhold payment or alternatively to terminate the Agreement with immediate effect and without incurring any liability in connection with such termination.
- 16.1.5 it will comply in all respects with the requirements of the Broad-Based Black Economic Empowerment Act, 2003 (Act No. 53 of 2003) (hereafter referred to as the BBBEE Act) as will be amended from time to time, and the Codes of Good Practice issued in terms of the BBBEE Act. Upon signature of this Agreement and one (1) calendar month after the expiry of a current certificate for a particular year, the Service Provider shall provide SARS with a certified copy of its BEE Certificate and rating status from an agency accredited by the

South African National Accreditation System. During the currency of this Agreement (including any extension or renewal hereof which may apply), the Service Provider shall use reasonable endeavours to maintain and/or improve its current BEE rating status. A failure to provide a certified copy of its BEE Certificate and rating status or a failure to comply with the provisions of this Clause will entitle SARS to terminate the Agreement by giving the Service Provider one (1) month's written notice.

16.1.6 it will for the duration of this Agreement maintain a complete audit trail of all transactions under this Agreement, sufficient to permit a complete audit thereof. The Service Provider will provide SARS and SARS's auditors access at reasonable times to information, records and documentation relating to the Services for the purpose of performing audits, examinations and inspections of the Service Provider, in order to verify the Service Provider's compliance with all the terms of this Agreement and to enable SARS to comply with the requirements of its regulators and governmental entities having jurisdiction.

16.1.7 it will treat as strictly confidential all information, including Confidential Information, received or obtained as a result of entering into, or performing in terms of, this Agreement.

16.1.8 throughout the duration of this Agreement it will have the resources, skills, qualifications and experience necessary to provide the Services.

16.2 It is expressly agreed between the Parties that each warranty and representation given by the Service Provider in this Agreement is material, goes to the root of this Agreement and have induced SARS to conclude this Agreement.

16.3 The provisions of this **Clause 14** will survive the termination of this Agreement.

15. HEALTH, SAFETY AND SECURITY PROCEDURES AND GUIDELINES

17.1 The Service Provider will ensure that its personnel will at all times, whilst on SARS's premises, adhere to the standard health, safety and security procedures and guidelines applicable to SARS's personnel, as such procedures and guidelines may be changed by

SARS from time to time and are available to the Service Provider on request. Should SARS at any time have reason to believe that any member of the Service Provider's personnel is failing to comply with such standard health, safety and security procedures and guidelines, SARS will be entitled to deny such member of the Service Provider's personnel access to any or all of SARS's premises and require the Service Provider to replace such member of its personnel without delay. The Service Provider will not be relieved of its obligations under this Agreement as a result of such denial of access, and SARS will have no liability to the Service Provider with regard thereto.

17.2 The Service Provider hereby agrees and undertakes, in terms of the Occupational Health and Safety Act, 1993 (Act No. 85 of 1993), to ensure that the Service Provider and the Service Provider's personnel comply with the aforesaid Act and accept sole responsibility for all health and safety matters relating to the provision of the Services, or in connection with or arising out of such Services, for the duration of this Agreement, including with regard to the Service Provider personnel and ensuring that neither SARS's personnel nor any Third Party's health and safety is endangered in any way by the Service Provider's activities or conduct in providing the Services.

17.3 The Service Provider hereby agrees and undertakes to maintain its equipment in good order, so as to comply with SARS's occupational health and safety policies, procedures and standards, as amended from time to time.

16. INDEMNITIES AND INSURANCE

18.1 The Service Provider will –

18.1.1 on or before the Commencement Date and for the duration of this Agreement have and maintain in force public liability insurance in the amount of not less than two million rand (R2 million) in respect of the regional cluster to cover any claims, Losses and/or damages for which it is liable in terms of this Agreement;

18.1.2 deliver to SARS upon the Signature Date of this Agreement, and on each anniversary thereof during the term of the Agreement, proof of such insurance coverage as aforementioned.

18.1.3 indemnify and hold SARS harmless against all Losses (including legal expenses on a full indemnity basis) of whatsoever nature arising out of this Agreement or

at Law in respect of injury or death of any Person or loss of or damage to any Person or property occurring by reason of the Service Provider's wilfulness or negligence prior to, during or after its execution of the Services, including such Services as provided for under **Clause** Error! Reference source not found.; and

18.1.4 report all incidents affecting, or which may affect, any of the terms and conditions of any insurance policy, including any of SARS's insurance policies becoming void or voidable, or whereby the insurance premiums for such insurance may be increased, immediately upon becoming aware of their occurrence.

18.2 SARS's right to Acquire Insurance in Certain Circumstances

Without limiting the generality of the SARS's rights and remedies hereunder, in the event of a failure by the Service Provider to maintain the insurance referred to in Clause 18.1.1, or to provide evidence of renewal at least 3 (three) business days prior to expiration of the applicable insurance cover, on 3 (three) business days' notice to Service Provider, SARS may purchase the requisite insurance and deduct the costs thereof from any amounts owed to the Service Provider under this Agreement.

18.3 Risk and Loss

The Service Provider shall be responsible for risk of loss of, and damage to, any assets, equipment and/or tools in its possession or under its control. Any such items in the possession or control of the Service Provider's Sub-contractors or agents shall be deemed to be under the control of the Service Provider.

17. LIMITATION OF LIABILITY

The Parties agree that, in the event of a breach of any of the provisions of the Agreement, any party so breaching this Agreement shall be liable to the other for any losses which constitute direct and / or general damages. The Service Provider will not be responsible for any losses save that arising out of gross negligence, breach of warranty, wilful misconduct or breach of the confidentiality provisions by the Service Provider or its Staff.

18. SECURITY VETTING OF THE SERVICE PROVIDER'S PERSONNEL

- 20.1 SARS reserves the right in its sole and absolute discretion to do a security check (vetting) on the Service Provider's personnel involved with the performance of the Services.
- 20.2 The Service Provider will procure from its personnel such documentation as may be reasonably requested by SARS, to enable SARS to conduct such security checks as aforementioned.
- 20.3 Where SARS finds any of the Service Provider's personnel to be a security risk, SARS will inform the Service Provider accordingly and the Service Provider will immediately replace such person with a suitably qualified substitute.

19. ETHICAL BUSINESS PRACTICES

- 21.1 SARS has a policy of zero tolerance regarding corrupt activities. The Service Provider will promptly report to SARS and the relevant authorities any suspicion of corruption on the part of their personnel, as well as any behaviour by any of those Persons that is likely to constitute a contravention of the Prevention and Combating of Corrupt Activities Act, 2004 (Act No. 12 of 2004).
- 21.2 Neither Party will offer, promise or make any gift, payment, loan, reward, inducement benefit or other advantage to any of the other Party's personnel.
- 21.3 If the results of any audit of the Services conducted by or on behalf of SARS indicates the possibility of corrupt activities, improper or fraudulent practices or theft, SARS will, after allowing the Service Provider a reasonable opportunity to investigate that possibility, have the right either by itself, or by its agents, or by requesting the police, to investigate all the relevant circumstances, to question any relevant personnel of the Service Provider or a Third Party and the Service Provider will use all reasonable efforts to facilitate any such investigation or enquiry. In the event that an act of corruption, fraud or theft is proven, SARS will be entitled, on written notice to the Service Provider, to immediately terminate this Agreement and either assume the provision of the Services itself, or appoint a Third Party to render the Services, as more fully set out in **Clause 23** below. The Service Provider acknowledges that it is crucial that SARS be entitled, without penalty, to ensure continued provision of the Services if for whatever reason this Agreement is terminated pursuant to the breach thereof by the Service Provider or its personnel, as the case may be.

20. BREACH

- 22.1 Should a Party ("the defaulting party") commit a breach of any of the provisions of this Agreement, then the other Party ("the aggrieved party") will be entitled to require the defaulting party to remedy the breach within ten (10) Business Days, or such other reasonable time as agreed to in writing by the Parties, of delivery of a written notice requiring it to do so. If the defaulting party fails to remedy the breach within the period specified in such notice, the aggrieved party will be entitled to claim immediate payment and/or performance by the defaulting party of all of the defaulting party's obligations due in terms of this Agreement, in either event, without prejudice to the aggrieved party's right to claim damages. The foregoing is without prejudice to such other rights as the aggrieved party may have at Law, provided always that the aggrieved party will not be entitled to cancel this Agreement for any breach by the defaulting party, unless such breach is a material breach going to the root of this Agreement and is incapable of being remedied by payment of money or, if it is capable of being remedied by payment of money, the defaulting party fails to pay the amount concerned within ten (10) Business Days after such amount has been determined.
- 22.2 It is specifically recorded that multiple Service Level Failures affecting any of the regional clusters will collectively constitute a material breach. SARS will however, in its sole and absolute discretion, be entitled to cancel either this entire Agreement based on such material breach, or such part/s of this Agreement relating to the particular affected regional cluster/s.
- 22.3 Notwithstanding the provisions of **Clause 22.1** above, SARS may immediately terminate this Agreement at any time by giving written notice of such termination to the Service Provider if-
- 22.3.1 the Service Provider is, other than for the purposes of amalgamation, placed under voluntary or compulsory liquidation (whether provisional or final) or under business rescue proceedings or under curatorship or under the equivalent of any of the foregoing;
 - 22.3.2 a final and unappeasable judgment against the Service Provider remains unsatisfied for a period of ten (10) Business Days or more after it comes to the notice of the Service Provider;

- 22.3.3 the Service Provider makes any arrangement or composition with its creditors generally or ceases to carry on business; and/or
- 22.3.4 the Service Provider breaches any of the warranties as set out in **Clause 14** above.
- 22.4 Any termination of this Agreement pursuant to the provisions of this **Clause 20** will be without SARS incurring any liability in connection with such termination, or prejudice to any claim which SARS may have in respect of any prior breach of the terms and conditions of this Agreement by the Service Provider.

21. TERMINATION

- 23.1 The Agreement will automatically terminate on xxx.

- 23.2 Termination by SARS

- 23.2.1 Notwithstanding anything to the contrary set forth in this Agreement, SARS reserves the right to terminate this Agreement or temporarily defer the provision of the Services, or any part thereof, at any stage with immediate effect on written notice to the Service Provider, should SARS in its sole and absolute discretion, decide not to proceed with the Services.
- 23.2.2 SARS shall not be liable for any damage or loss to the Service Provider resulting from termination under this Clause.
- 23.2.3 In the event that SARS terminates this Agreement in terms of this **Clause 21**, the Service Provider will be remunerated for Services rendered to date of such termination, provided that the Service Provider furnishes SARS with a valid tax invoice in respect of such Services, such invoice is accurate and meets SARS's invoicing requirements. Save for the aforementioned, SARS will have no liability to the Service Provider with respect to such termination.
- 23.2.4 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, at any time within thirty (30) Business days after being notified of the Change Event by the Service Provider, SARS may terminate this Agreement by giving the Service Provider at least thirty (30) Business days' prior written notice and designating a date upon which such termination shall be effective. The Service Provider shall notify SARS if there is any Change Event within five (5) days after becoming aware of the anticipated Change Event. No sale, acquisition, merger or other change of Control shall be effective against and legally binding on SARS if the prior written consent of SARS was not obtained. SARS shall have no liability to the Service Provider with respect to termination of the Agreement in terms of this Clause.

23.2.4.1 "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 either:

23.2.4.1.1 holding directly or indirectly the majority of the issued share capital or stock (or other ownership interest if not a corporation) of such entity ordinarily having voting rights;

23.2.4.1.2 controlling the majority of the voting rights in such entity;
or

23.2.4.1.3 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.

23.3 Termination by the Service Provider

23.3.1 The Service Provider shall have no right to terminate this Agreement except where SARS has failed to make payment of an invoice in terms of this Agreement.

- 23.3.2 Notwithstanding the provisions of **Clause 23.3.1** above, the Service Provider shall have no right to terminate this Agreement unless it has given SARS thirty (30) days' written notice of its failure to make payment of an invoice.

22.FORCE MAJEURE

- 24.1 In the event of any act beyond the reasonable control of the Parties, including war, warlike operation, rebellion, riot, civil commotion, lockout, interference by trade unions, suspension of labour, fire, accident or (without regard to the foregoing enumeration) any other circumstances arising or action taken beyond the reasonable control of the Parties hereto preventing them or any of them from the performance of any obligation hereunder (any such event hereinafter called "force majeure"), then the Party affected by such force majeure event will be relieved of its obligations hereunder during the period that such force majeure event continues (excluding payment obligations for materials purchased).
- 24.2 The affected Party's relief is only to the extent so prevented and such Party will 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, provided always that a written notice will be promptly given of any such inability by the affected Party.
- 24.3 Any Party invoking force majeure will upon termination of such force majeure give prompt written notice thereof to the other Party. Should such force majeure event continue for a period of more than thirty (30) days, then either Party has the right to cancel this Agreement by giving written notice to such other Party to that effect.
- 24.4 Notwithstanding anything to the contrary contained in this Agreement, the Service Provider will not be entitled to rely on a force majeure defence in the event that such act, circumstance or action could have been prevented by the Service Provider having proper contingency measures in place.
- 24.5 In the event that the Service Provider is for any reason other than as provided for in this Clause unable to provide the Services for the full duration of this Agreement-
- 24.5.1 the Service Provider shall serve SARS with a written notice requesting an extension of the duration of this Agreement at least seven (7) Business Days

prior to the end of the duration of this Agreement; and,

24.5.2 SARS shall consider the request and revert to the Service Provider by no later than five (5) Business Days from date of receipt of the notice referred to in **Clause 24.5.1**.

23. STEP IN RIGHTS

- 25.1 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 (i) call for an urgent senior level meeting with the Service Provider; and/or (ii) launch an audit investigation into the Service Provider's operations in accordance with the audit provisions detailed in **Clause 16.1.6**; and/or (iii) temporarily take over the Services as contemplated in **Clause 25.2** below, immediately upon SARS's identification or the Service Provider's notification of the occurrence of any event which SARS considers in its sole discretion, to be an event which may affect the continuity of the Services.
- 25.2 For purposes of this **Clause 23** SARS may (at its option), either itself or by the procurement of an alternate Third Party service provider, temporarily take over the provision of the Services until such time as SARS is able to make permanent alternate arrangements for the provision of the Services, which right will apply for a period of no more than one hundred and eighty (180) days from the date that SARS temporarily takes over the provision of the Services. The Service Provider will, upon the request of SARS, fully co-operate with and assist SARS in the performance of the Services during any such temporary takeover of the Services by SARS.
- 25.3 To the extent that SARS exercises its rights to assume the rendering of the Services or part thereof itself, or procures that a Third Party service provider renders some or all of the Services pursuant to the provisions of **Clause 25.2** above, the Service Provider will not be entitled to any fees during the period for which SARS or the Third Party assumes the Services. SARS will be obliged to also assume, for that period, any direct costs and expenses solely attributed to any such temporary rendering of part or all of the Services, incurred by SARS in accordance with this Clause, including the salary costs for the Service Provider personnel that SARS may require to assist it in so rendering the Services or part thereof. SARS will not under any circumstances by virtue of such assumption, be obliged or deemed

or required to also take over or assume responsibility for the conduct of the Service Provider's business operations or the employment of any of the Service Provider's personnel, in terms of this Clause.

24. RELATIONSHIP BETWEEN THE PARTIES

- 26.1 The Service Provider is an independent contractor, and under no circumstances will it be a partner, joint venture partner, agent or employee of SARS in the performance of its duties and responsibilities pursuant to this Agreement.
- 26.2 All personnel used by the Service Provider will be the Service Provider's employees, contractors or agents, and the entire management, direction and control of all such Persons will be the responsibility of the Service Provider.

25. DISPUTE RESOLUTION

- 27.1 If a dispute between the Parties arises out of or is related to this Agreement, the Parties will meet and negotiate in good faith to attempt to resolve the dispute. If, after ten (10) Business Days from the date upon which the dispute was declared by a Party by written notice, the dispute is not resolved, the matter will be determined in accordance with the provisions set out below.
- 27.2 Save in respect of those provisions of this Agreement which provide for their own remedies which would be incompatible with arbitration, or in the event of either Party instituting urgent action against the other in any court of competent jurisdiction, any dispute arising from or in connection with this Agreement will be finally resolved by arbitration in accordance with the Rules of the Arbitration Foundation of Southern Africa or its successor, by an arbitrator or arbitrators appointed by the Foundation.
- 27.3 This **Clause 25** 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.
- 27.4 Unless specifically otherwise provided for in this Agreement, neither Party will 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 will in such circumstances continue to comply with their obligations in terms of this Agreement.

26. NON-EXCLUSIVITY

- 28.1 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.
- 28.2 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 in the future, whether under this Agreement or otherwise.

27. ADDRESSES

- 29.1 Each Party chooses the addresses set out opposite its name below 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:

29.1.1 **SARS:** **Head: Corporate Legal Services**
 271 Bronkhorst Street
 Khanyisa Building
 Brooklyn
 PRETORIA

29.1.2 **Seller:**

Telefax No: **+27.....**

- 29.2 Any notice or communication required or permitted to be given to a Party pursuant to the provisions of this Agreement will be valid and effective only if in writing and sent to a Party's chosen address or telefax number, provided that documents in legal proceedings in connection with this Agreement may only be served at a Party's *domicilium*.

- 29.3 Any Party may by written notice to the other Party, change its chosen address or telefax number to another address or telefax number provided that:-
- 29.3.1 the change will become effective on the tenth (10th) Business Day after receipt or deemed receipt of the notice by the addressee; and
 - 29.3.2 any change in a Party's *domicilium* will only be to an address in the Republic of South Africa, which is not a post office box or a *poste restante*.
- 29.4 Any notice to a Party contained in a correctly addressed envelope and sent by prepaid registered post to it at its chosen address or delivered by hand to a responsible Person during ordinary business hours at its chosen address:
- 29.4.1 will be deemed to have been received in the case of prepaid registered post on the fifth (5th) Business Day after posting and in the case of delivery by hand, on the day of such delivery unless the contrary is proved.
- 29.5 Any notice by telefax to a Party at its telefax number will be deemed, unless the contrary is proved, to have been received on the first (1st) Business Day after the date of transmission.
- 29.6 The Parties record that whilst they may correspond via e-mail during the currency of this Agreement 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 e-mail.

28. CONFIDENTIALITY

- 30.1 The Service Provider will execute SARS's standard Oath of Secrecy (as amended from time to time), and undertakes to ensure that all of its personnel involved in performing the Services in terms of this Agreement, or who may have access to SARS's Confidential Information, sign and are bound by SARS's standard Oath of Secrecy (as amended from time to time), prior to such personnel entering or gaining access to any of SARS's premises.
- 30.2 The Service Provider undertakes not to commit any act which in any manner prejudices SARS's Confidential Information, including any Third Party information which is in the custody of SARS. The Service Provider further undertakes to implement measures to ensure that its personnel who have not signed SARS's Oath of Secrecy will not have access to SARS's

Confidential Information or any of SARS's premises.

- 30.3 The Service Provider may with SARS's prior written consent and subject to the provisions of this **Clause 28** disclose only such information as may be legally required by a regulatory or other competent authority.
- 30.4 Each Party hereby undertakes for the continuance of this Agreement and for a period of five (5) years from the termination of this Agreement to the other to:-
- 30.4.1 keep confidential all information (written, including information contained in electronic format or oral) concerning the business affairs of the other that it shall have obtained or received from the other Party ("the information"); and
 - 30.4.2 not, without the other's written consent, disclose the information in whole or in part to any other Person save to its employees involved in the implementation of this Agreement, and then only on a "need-to-know" basis.

29. MISCELLANEOUS

- 31.1 This document contains the entire Agreement between the Parties in regard to the subject matter hereof.
- 31.2 No Party will be bound by or have any claim or right of action arising from any express or implied term, undertaking, representation, warranty, promise or the like not included or recorded in this Agreement whether it induced the contract and/or whether it was negligent or not.
- 31.3 No variation, amendment or consensual cancellation of this Agreement or any provision or term hereof and no settlement of any disputes arising under this Agreement and no extension of time, waiver or relaxation or suspension of any of the provisions or terms of this Agreement will be binding or have any force and effect unless reduced to writing and signed by or on behalf of the Parties. Any such extension, waiver or relaxation or suspension which is so given or made will be construed as relating strictly to the matter in respect whereof it was made or given.
- 31.4 No failure by any Party to enforce any provision of this Agreement will constitute a waiver of

such provision or affect in any way such Party's right to require the performance of such provision at any time in the future, nor will a waiver of a subsequent breach nullify the effectiveness of the provision itself.

- 31.5 Except as provided for under this Agreement, neither Party will cede nor assign any of its rights or obligations under this Agreement without the prior written consent of the other Party.
- 31.6 If any Clause or term of this Agreement becomes invalid, unenforceable, defective or illegal for any reason whatsoever, then the Parties will negotiate in good faith to replace such Clause with a Clause which is valid, enforceable and legal but maintaining the essential provisions of that Clause to the extent possible, provided that if the Parties should fail to reach Agreement on such replacement Clause, then the remaining terms and provisions of this Agreement will be deemed to be severable there from and will continue in full force and effect unless such invalidity, unenforceability, defect or illegality goes to the root of this Agreement.
- 31.7 The rule of construction that an agreement will be interpreted against the Party responsible for the drafting of the Agreement will not apply.

30. PUBLIC DISCLOSURES

- 32.1 No advertising or publicity matter of either Party having or containing any reference to the other Party, or in which the name of the other Party is mentioned (except announcements intended solely for internal distribution or to meet legal or regulatory requirements beyond the reasonable control of the disclosing Party), will be made by or for a Party without first obtaining written approval from the other Party.
- 32.2 The Parties may not use each other's logos, or any other service marks or trademarks which are intellectual property of the other Party.

31. GOVERNING LAW AND JURISDICTION

- 33.1 The provisions of this Agreement will be governed by and construed in accordance with the Laws of the Republic of South Africa.
- 33.2 The Parties hereby irrevocably and unconditionally consent to the non-exclusive jurisdiction

of the North Gauteng High Court of South Africa in regard to all matters arising from this Agreement.

32. COSTS

Save as may be otherwise provided herein, each Party will bear and pay its own legal costs and expenses of and incidental to the negotiation, drafting, preparation and implementation of this Agreement.

Signed at Pretoria by and on behalf of SARS-

1. XXXX

Signature

Date signed

2. XXXX

Signature

Date signed

Signed by and on behalf of at _____ **on this the**
_____ **day of** _____ **2017**

Signature of the Authorised Representative
of the Service Provider:

Full Name and Capacity:

Who warrants his authority thereto

Witnesses

Date signed

1. _____

2. _____
