

## SERVICE LEVEL AGREEMENT

Between



*on the Go for Growth*

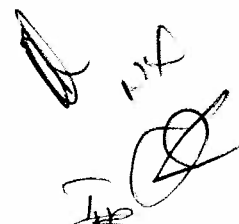
**Waterberg District Municipality**  
(Client)

And

**Badiredi Travel cc**  
(‘The Service Provider’)

In respect of the

**“In respect of the Provision Travel Agency Services”.**

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## Preamble

### Whereas:

.....

### It is therefore agreed as follows:

#### 1. Interpretation

The headings of the paragraphs in this Agreement are for the purposes of reference only and shall not be used in the interpretation of this Agreement. In this Agreement, unless a contrary intention clearly appears:

- 1.1. the singular includes the plural and vice versa;
- 1.2. the following terms shall have the meanings assigned to them hereunder and cognate expressions shall have corresponding meanings, namely :
  - 1.2.1. **'business day'** means any working day, excluding Saturdays, Sundays and public holidays;
  - 1.2.2. **'Client'** means the Waterberg District Municipality;
  - 1.2.3. **'Commencement date'** means the date of the signature of this agreement{ Service Level Agreement} by both parties;
  - 1.2.4. **'Contract price'** means the total amount of fees that will be charged by the Service Provider, including disbursements and VAT, for the performance of the services in terms of this Agreement.
  - 1.2.5. **'key result'** means an indicator or yardstick in terms of which the Service Provider's successful performance of its obligations may be gauged;
  - 1.2.6. **'methodology'** means the professional expertise and the system of methods required by the Service Provider to perform the obligations set out in terms of this Agreement;
  - 1.2.7. **'prime rate'** means the variable interest rate as charged and calculated by the Service Provider's bankers from time to time;
  - 1.2.8. **'project'** means the services to be performed by the Service Provider in terms of this Agreement and the corresponding obligations to be fulfilled by the Client;
  - 1.2.9. **'project plan'** means the strategy prepared by the parties for the successful completion of the Project;
  - 1.2.10. **'remuneration schedule'** means the details of remuneration set out in Schedule 1 to this Agreement;

- 1.2.11. **Service Provider'** means **Badiredi Travel cc** a private close corporation with Registration number 2007/217001/23;
- 1.2.12. **'services'** refers to the professional work to be performed by the Service Provider in terms of this Agreement, as described in Schedule 1, i.e. Provision of Travel Agency Services
- 1.2.13. **'Tender'** means the bid as advertised by the Client {WDM} and being in respect of the Provision of Travel Agency Services;
- 1.2.14. **'Services'** refers to the professional work to be performed by the Service Provider in terms of this Agreement, as described in Clause 4 of this agreement.
- 1.2.15. **Figures'** referred to in numerals and in letters and if there is any conflict between the two then the letters shall prevail; and, expressions defined in this Agreement shall bear the same meanings in schedules or annexures to this Agreement, which do not themselves contain their own definitions.

## 2. **Appointment and Duration**

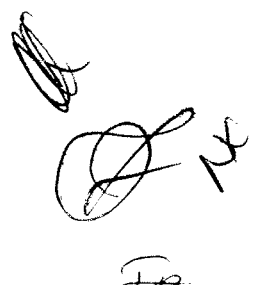
- 2.1. The Client hereby appoints the Service Provider to carry out the services detailed in Clause 6 to this Agreement upon the terms and conditions set out herein.
- 2.2. The Service Provider will commence and complete the performance of the services on the dates detailed in terms of Clause 2.3 or on such other dates as may be agreed by the parties.
- 2.3. The Service Provider will commence **upon date of signature of service level agreement** and complete in a period not exceeding thirty six (36) months from the date of signature for the performance of the services as agreed by both parties.

## 3. **Team**

- 3.1. The team members that will be involved in the project must be as according to the proposal and where a team member resigns or leave the institution the client must be informed.
- 3.2. In case where one of the team members mentioned in the proposal leaves an institution, the company must replace such a member with a member equivalent (in terms of the rank, qualification and the experience) or more.

## 4. **Shareholders**

In case where the shareholdings of the company changes during the year the client must be informed of such changes.



## 5. **Extent of terms and conditions**

5.1. This Agreement consists of the terms and conditions set out in the documentation listed as follows:

5.1.1. All tender documents comprising the Tender (Schedule 1);

5.1.2. The Service Provider's proposal (Schedule 2);

5.1.3. Letter of appointment (Schedule 3); and,

5.1.4. This Agreement.

5.1.5. The National Treasury General Conditions of Contract

5.2. In the event of conflict between the provisions of any of the aforesaid documentation and this Agreement, the provisions of this Agreement shall prevail.

5.3. Any additional work which is not part of the initial agreement will have to be requested in writing and approval be given prior to work done.

## 6. **Scope of Services and Price**

- i. All Travel Arrangements for the Client's personnel {flights etc}
- ii. Car Rental, Van Rental, Truck Rental and any and every other mode of transport, including sea travel
- iii. Hotel and other forms of accommodation
- iv. Reservations & Bookings for conferences, workshops and any other events organised by or for the Client
- v. Securing of all venues the Client may want to use for conferences, entertainment, training, workshops and others from time to time

## 7. **Price**

The contract price in respect of the Tender shall be the amount contained in the Service Provider's Fee Structure including mentioned below including VAT.

- I. 10% Flight bookings (Domestic)
- II. 10% Flight bookings (international)
- III. 10% Accommodation bookings (Domestic)
- IV. 10% Conference Facility
- V. 10% Transport/Car Hire
- VI. 15% Accommodation bookings (International)

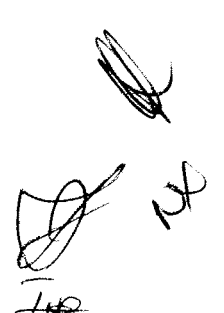
**NB:** Badiredi Travel Agency's appointment is subject to an annual increment of 5%

**8. Obligations of the Service Provider**

- I. The aforesated services shall be rendered diligently and to the standard required by the Client. The completion report shall be furnished to the Client on or before the completion date.
- II. The Service Provider appoints **Ms Nomthi Ximba** in her capacity as the **Managing Director of Badiredi Travel cc** as well as the Project Manager and key point of contact and liaison for all matters relating to the project by and between the Service Provider and the Client.
- III. The Service Provider shall submit a close-up report at the end of every financial year.
- IV. The Service Provider shall Conduct employee satisfaction assessment questionnaires and compile a report on their findings on half yearly basis.
- V. The Service Provider shall Prepare a questionnaires to give to employees half yearly on the level of service provided from the agency
- VI. The Service Provider shall submit a database list of all the preferred accommodation establishments in South Africa within six (06) months after appointment.
- VII. The turnaround time for processing a quotation after receipt of a request shall be three (03) hours and 30 minutes for emergencies.

**9. Obligations of the Client**

- 9.1. The Client shall ensure that the Service Provider has reasonable access to and the support of whatever information or personnel, respectively, may be necessary for the Service Provider to fulfil its obligations.
- 9.2. The Client shall effect remuneration to the Service Provider upon the latter's performance of its obligations and in terms of Schedule 1.
- 9.3. The Client appoints **Mr O.P.Sebola** in his capacity as the **Manager: Legal & Administration** of Waterberg District Municipality as well as the Project Manager and key point of contact and liaison for all matters relating to the project by and between the Service Provider and the Client



## 10. Remuneration

10.1.1 The Client hereby agrees to remunerate the Service Provider strictly in accordance with the provisions of Schedule 1.

10.1.2 If the Client defaults or falls into arrears with any payment then the Service Provider reserves its right to claim payment of interest at the prime rate, calculated from 30 (thirty) days after the payment has become due to the actual date of payment.

## 11. Penalty Clause

11.1 Penalty will be imposed on the following cases:-

- Late delivery
- Poor Quality
- Non- compliance to scope of work, reporting requirements and any other tender documents requirements.

11.2 No extension will be granted for this project without good motivation and any failure to deliver the expected results before or on the specified date will automatically result in penalties to be effected by WDM.

11.3 The penalties will be calculated from **2% to the maximum of 25%** of the total project amount on the discretion of the municipality. Penalty percentage can be increased from 25% depending on the severity of the penalty.

11.4 One month's delay on the project will be penalised **10%** and above on total project cost unless justified for lesser penalty. All penalties will be on the discretion of the Accounting Officer.

11.5 National Treasury Conditions of Contract will also apply in terms of penalties imposed.

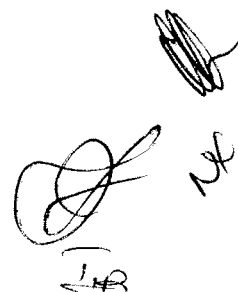
## 12. Variations and cancellations

12.1. No agreement varying to, deleting from or cancelling this agreement shall be of force or legal effect unless reduced in writing and signed by or on behalf of the parties.

## 13. Limitation of liability

13.1. The Service Provider hereby protects and secures the Client against all legal liability with regard to any claims that may arise as a result of a breach of contract or negligence on the part of the Service Provider in respect of its obligations in terms of this Agreement.

13.2. The maximum liability of the Service Provider in respect of the aforesaid claims shall be limited to the aggregate of fees that have accrued to the Service Provider for the obligations that form the subject of the breach of contract or negligence as at the time that the cause of action arose.



#### 14. Disputes

- 14.1. In the event that a dispute arises between the Client and the Service Provider it shall be referred to mediation within 5 (five) business days of either party declaring such a dispute. In this regard:
- i. A mediator shall be appointed by the parties, alternatively by the chair of the Attorneys Association in the Province where the dispute arose, to preside over the mediation; and,
  - ii. The parties shall seek ways and means to resolve the dispute in the most expedient manner.
  - iii. Should the dispute not be resolved within 10 (ten) business days of the commencement of mediation it shall be referred to arbitration. Accordingly :
  - iv. An arbitrator shall be appointed by the parties, alternatively by the chair of the Arbitration Foundation of South Africa ('AFSA'), to preside over the arbitration; and,
  - v. The rules of AFSA shall govern the conduct of the arbitration.
  - vi. Nothing in this paragraph shall prevent either party from approaching the High Court for suitable judicial relief.

#### 15. Breach

- 15.1. If either party breaches this Agreement or fails to perform any of its obligations, then the other party shall provide written notice, calling upon the first party to rectify its breach within a period of not less than 10 (ten) business days.
- 15.2. Should the party in breach have failed to rectify the breach within the aforesaid time period, the other party may cancel this Agreement and claim recovery of damages.
- 15.3. Any request for an extension on timeframe must be done in writing and be approved by the Accounting Officer as an addendum to this agreement or penalties will be imposed on the Service Provider.

#### 16. Termination

- 16.1. This Agreement may be terminated upon 20 (twenty) business days' written notice, after the terminating party has consulted the other about its intention.
- 16.2. The aforesaid termination shall not prejudice either party's rights in respect of the obligations already performed or to be performed as at the date of termination.

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**17. Severability**

Any provision of this agreement found or held invalid or unenforceable, such terms shall be severable and the validity of all other terms shall not be affected thereby.

**18. Whole agreement**

This Agreement constitutes the whole agreement between the parties unless supplemented by further agreements, which shall be in writing.

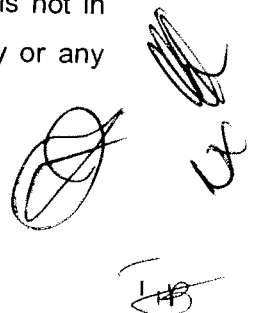
**19. Confidentiality**

21.1 For the purposes of the agreement confidential information means any and all information, including but not limited to, technical, financial, product and commercial information – disclosed in writing or otherwise by the disclosing party to the receiving party, whether disclosed in view of the purpose before or after the date of Agreement and shall be deemed to include all documents and other material (including samples, models and computer software) containing or embodying or based on the confidential information (or part thereof ) together with all notes, summaries and other material derived there from and all copies or reproductions of the foregoing. Such Confidential Information shall not include information:

21.1.1 Which is generally available to the public, or which will become generally available to the public other than by breach by the Receiving Party of its obligation hereunder;

21.1.2 Which was or is already known to the Receiving Party before it had been or will be disclosed by the Disclosing Party, provided that such information may not reasonably be considered by the Receiving Party as confidential;

21.1.3. Which the Receiving Party has received or will receive on a non confidential basis from any party (including any third party) which is not in breach an obligation of confidentiality towards the Disclosing Party or any

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party (including any third party), provided that such information may not reasonably be considered by the Receiving Party as confidential; and

21.1.4 Which is independently developed by or on behalf of the Receiving Party

20. All Parties shall:

22.1.1 hold the other parties Confidential Information in the strictest confidence;

22.1.2 not make use thereof other than for the performance of its obligations under the Agreement; and

22.1.3 Only release such Confidential Information on a "need to know" basis subject thereto that the persons to whom such Confidential Information is released shall undertake to be bound by the confidentiality obligations contained herein.

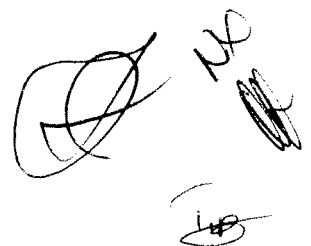
22.1.4 No parties shall be entitled to use the name of the other Party in publicity releases or advertising or for other promotional purposes without procuring the prior written approval of the Party concerned.

23.1.1 The Parties' obligation in terms of this clause will survive the termination of Agreement including the termination thereof by the effusion of time.

23.1.2 In the case of a release, announcement or document which is require to be given, made or published by law or under the rules of the JSE Securities Exchange South Africa or any other relevant stock exchange, the Party liable so to give, make or publish the same shall give to the other Party as much advance warning thereof as is reasonable in the circumstances together with drafts or a copy thereof as soon as it is at liberty to do so.

### ***Domicilium citandi et executandi***

The parties choose as their *domicilia citandi et executandi* the addresses set out hereunder:



20.1.1.

**Client :**

Office of the Municipal Manager  
Waterberg District Municipality  
Harry Gwala Street  
Modimolle  
0510

20.1.2.

**Service Provider :**

BADIREDI TRAVEL CC  
11 Deo Manor  
Bendor Park  
Polokwane  
0713

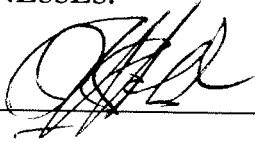
20.2.

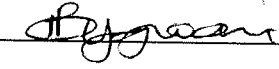
Either party may change its *domicilium citandi et executandi* by giving written notice to the other, the new address becoming effective at the expiry of 10 (ten) business days from the communication of notification.


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Dated at Modimolle this 7th day of NOVEMBER 2011.

AS WITNESSES:

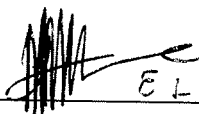
1. 

2. 


  
CLIENT

Dated at Modimolle this 7th day of NOVEMBER 2011.

AS WITNESSES:

1.  E L MAUBANE

2. THAPELO MOILA

  
SERVICE PROVIDER