

SERVICE LEVEL AGREEMENT



on the Go for Growth

WATERBERG DISTRICT MUNICIPALITY

Entered into by:

The Waterberg District Municipality
(' the Client')

And

Metplan Pretoria Incorporated cc
('The Service Provider')

In respect of the **Spatial Development Framework** for the Waterberg
District Municipality

Three handwritten signatures in black ink, located at the bottom right of the page.

Preamble

Whereas the Waterberg District Municipality has identified the need for the review of Spatial Development Framework;

And whereas the Waterberg District Municipality has identified Metplan Pretoria Incorporated cc to Review Spatial Development Framework;

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 on which the parties commenced with the performance of their obligations, namely **date of signature of service level agreement**;
 - 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 the Tender 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 submitted within a reasonable time, prior to commencement of project;
- 1.2.10. '**Remuneration schedule**' means the details of remuneration.
- 1.2.11. '**Service Provider**' means the **Metplan Pretoria Incorporated cc** under the registration names : Metplan Pretoria: a company established in 1992 under registration number 1992/006580/21;
- 1.2.12. '**services**' refers to the professional work to be performed by the Service Provider in terms of this Agreement, as per page 4;
- 1.2.13. '**Tender**' means Tender **No. WDM/2012-13/17**, as advertised by the Client and being in respect of the Review of Waterberg Spatial Development Framework.
- 1.3. Figures are referred to in numerals and in letters and if there is any conflict between the two then the letters shall prevail; and,
- 1.4. Expressions defined in this Agreement shall bear the same meanings in schedules or annexure 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 Paragraph 6 to this Agreement upon the terms and conditions set out herein.

Handwritten signatures and initials at the bottom of the page, including a large signature on the left, a smaller one in the middle, and several initials and marks on the right.

- 2.2. The Service Provider will commence upon date of signature of service level agreement and completed in a period not exceeding seven (7) months from 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 and acceptance (Schedule 3); and,
 - 5.1.4. This Agreement together with the National Treasury conditions of Contract.
- 5.2. In the event of conflict between the provisions of any of the afore stated 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**

The following seven critical milestones/phases as stipulated in the Department of Rural Development and Land Reform Spatial Development Framework guidelines shall be achieved by SDF. Details pertaining to the relevant deliverables for each milestone are contained in the SDF guidelines document.

The service provider is expected to consult the guideline document

while preparing the proposals and when executing the project attached annexure is the SDF Guidelines.

Phase 1: Start-up

Phase one guides the user on how to set up of institutional and political support structures, understanding of the role, agreement on the scope of work for the SDF, and completion of the project plan and inception report.

Phase 2: Issues & Vision

The purpose of this phase is to agree with stakeholders on the spatial vision and issues. This phase precedes the status quo investigation. This is so as to avoid influencing the public by presenting information and to ensure that the analyses and proposals are strategically focused by issues of public concern and by the vision of where the Municipality wants to be spatially in 10 or 20 years' time.

Phase 3: Spatial Analysis and Synthesis

This phase highlights the investigation and analysis of the current state of spatial issues within the municipality.

Phase 4: Draft SDF

This phase shows the preparation of draft SDF proposals. (First draft document on the table for comment)

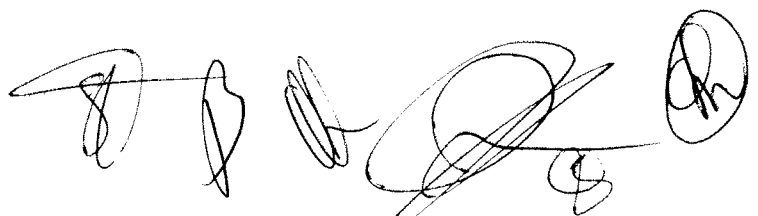
Phase 5: Achieving Support

Phase 5 draws attention to the discussion of the SDF proposals with stakeholders.

Phase 6: Finalization and Approval of the SDF

Phase 6 is the analysis of the comments proposals for amendments, finalization of the SDF and approval the SDF by relevant authorities.

Phase 7: Implementation and Monitoring

The image shows several handwritten signatures and initials in black ink, arranged horizontally at the bottom of the page. There are five distinct marks, including a large stylized signature, a smaller signature, and several sets of initials.

Phase 7 provides guidelines on the implementation and monitoring of the SDF and revision of the SDF, which should be coordinated with the IDP cycles.

7. Deliverables

Waterberg Spatial Development Framework in accordance with the bid specifications within (10) months.

8. Price

- 8.1 The contract price in respect of the Tender is as per the pricing schedules provided in by Metplan Pretoria Incorporated cc proposal as follows:
- 8.2 Metplan Pretoria Incorporated cc is appointed for the Review of Spatial Development Framework at **R450, 000.00 (VAT inclusive), if VAT registered and R394, 736.84 (VAT exclusive) or if not VAT registered.**

6. Obligations of the Service Provider and submission of monthly reports

- 6.1. The aforesated services shall be rendered diligently and to the reasonable standard and expectations as required by the Client.
- 6.2. The service provider is required to submit written progress reports on or before the **07th of every month** to the Supply Chain Management Unit (SCMU) and the Project Manager until the project is fully completed.
- 6.3. The service provider appoints Mr Deon Bester in his personal capacity as the Director of Metplan Pretoria incorporated as a project manager and key point of contact and liaison for all

Handwritten signatures and initials at the bottom of the page, including a large signature on the left, a smaller one in the middle, and a circular stamp on the right.

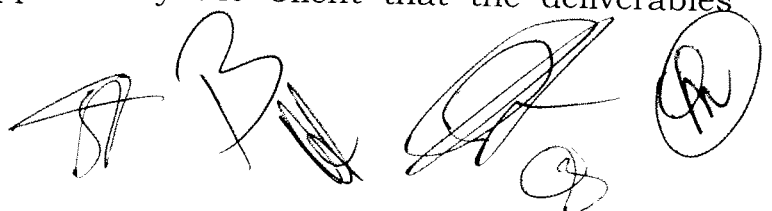
matters relating to the project by and between the Service Provider and the Client.

7. **Obligations of the Client**

- 7.1. 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.
- 7.2. The Client appoints Mr Phathu Siebe in his capacity as the Divisional Manager Development Planning of Waterberg District Municipality 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.

8. **Remuneration**

- 8.1. The Client hereby agrees to remunerate the Service Provider strictly in accordance with the provisions of Schedule 3 (letter of appointment).
- 8.2. Payment of the Contract value will be made in tranches on completion of specific deliverables as tabled in section 6, 7 and 8.
- 8.3. The Client shall effect 100% payment to the Service Provider upon the latter's performance of its Reviewing of **Spatial Development Framework**.
- 8.4. The Client shall upon the Service Provider submission of a valid tax invoice and approval by the Client that the deliverables



contained therein have been achieved, pay the invoiced amount to the Service Provider within thirty (30) days of receipt of invoice.

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. Unless the client is awaiting clarification of issues on the invoice, in which case the payment may exceed (30 days

9. Retention

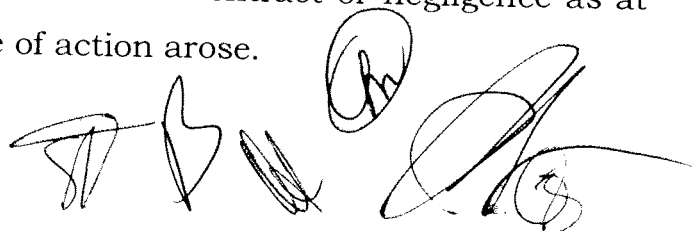
None

10. Variations and cancellations

- 10.1. 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.

11. Limitation of liability

- 11.1. 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.
- 11.2. The maximum liability of the Service Provider in respect of the aforestated 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.

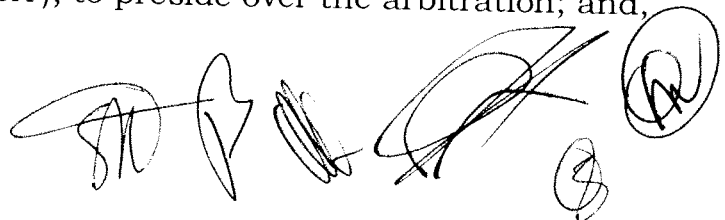
Handwritten signatures and initials at the bottom of the page, including a large signature on the right and several initials or smaller signatures on the left.

12. Amicable Settlement

- 12.1. If any dispute arises in terms of this contract, either party may give five (5) days written notice to the other of such dispute, whereupon the parties shall meet promptly and in good faith attempt to reach an amicable settlement.

13. Disputes

- 13.1. 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:
- 13.1.1. 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,
- 13.1.2. The parties shall seek ways and means to resolve the dispute in the most expedient manner.
- 13.2. Should the dispute not be resolved within 10 (ten) business days of the commencement of mediation it shall be referred to arbitration. Accordingly :
- 13.2.1. 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,

The image shows several handwritten signatures and initials in black ink at the bottom of the page. There are approximately five distinct marks, including what appear to be full names and initials, some enclosed in circles or loops.

13.2.2. The rules of AFSA shall govern the conduct of the arbitration.

13.3. Nothing in this paragraph shall prevent either party from approaching the High Court for suitable judicial relief.

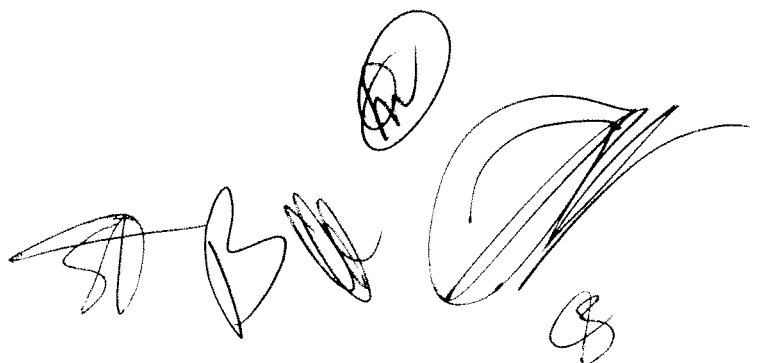
14. Breach

14.1. 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.

14.2. Should the party in breach have failed to rectify the breach within the aforestated time period, the other party may cancel this Agreement and claim recovery of damages.

14.3. Timeframe for this project is **Ten (10) months** upon date of signature of service level agreement.

14.4. 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.

The bottom of the page features several handwritten signatures and initials in black ink. On the left, there are three distinct signatures. To their right is a large, bold, stylized signature that appears to be 'B'. Further right is another signature, and at the bottom right corner, there are initials that look like 'CS'.

15. Termination

- 15.1. This Agreement may be terminated upon 20 (twenty) business days' written notice, after the terminating party has consulted the other about its intention.
- 15.2. The aforestated 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.

16. Severability

- 16.1. 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.

17. Whole agreement

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

16. *Domicilium citandi et executandi*

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

16.1.1. Client :

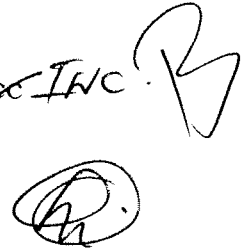
Office of the Municipal Manager
Waterberg District Municipality
Harry Gwala Street



Modimolle
0510

i. Service Providers :

Metplan Pretoria Incorporated ~~INC~~ INC
P.O.Box 916
Groenkloof
0027



- b. 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.

1213. Amendments and alterations

- a. No amendments and/or alterations to the terms this Agreement shall be valid or binding unless reduced to in writing and signed by all Parties.

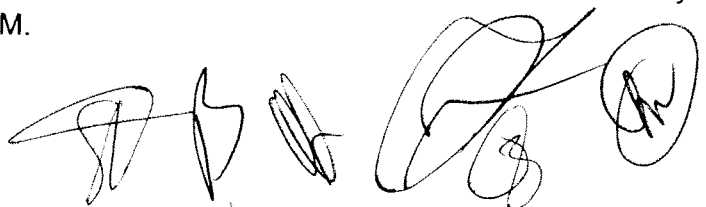
18. Penalty Clause

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.
- Any other misrepresentation or poor performance.

The expiry date of the implementation period for this project is **Ten (10) months** after the date of service level agreement signature.

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



The penalties will be calculated ranging from **2% to 25%** of the total project amount on the discretion of the municipality. Penalty percentage may be above 25% if the offence is severe.

All penalties will be on the discretion of the Accounting Officer.

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

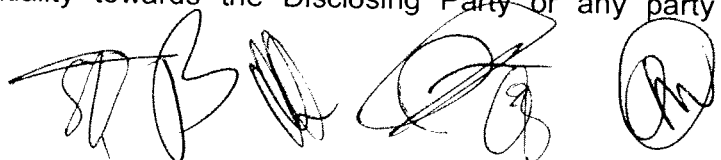
19. Confidentiality

25.1 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:

25.1.1 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;

25.1.2 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;

25.1.3 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 party



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

25.1.4 which is independently developed by or on behalf of the Receiving Party.

25.2 All Parties shall:

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

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

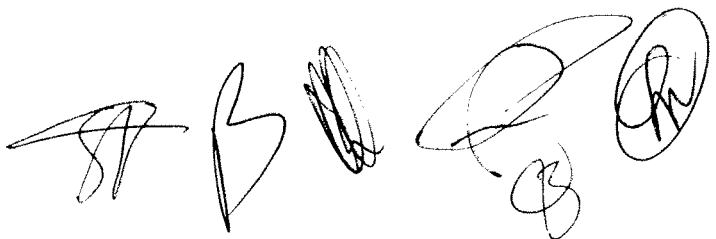
25.2.3 only release such Confidential Information on a "need to know" basis subject thereto that the persons to whom such Confidential Information is released shall undertake to be bound by the confidentiality obligations contained herein.

25.3 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.

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

25.5 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.

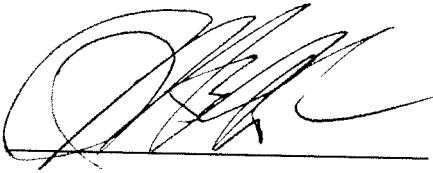
20. Warrant of Authority

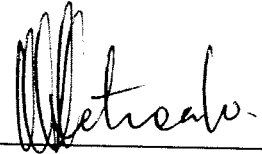


The persons signing this agreement on behalf of the parties warrant their authority to do so.

Signed at **Modimolle** on this 04 day FEBRUARY of 2012.

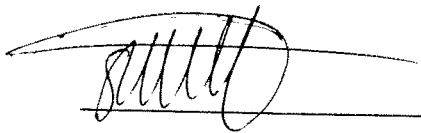
AS WITNESSES:

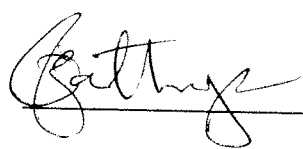
1.  For and on behalf of the Client

2.  
MV LETSOALO
WDM Municipal Manager

Signed at **Modimolle** this 4th day February of 2013.

AS WITNESSES:

1.  For and on behalf of the Service Provider

2.  
Metplan Pretoria Incorporated cc 
