

Annexure E

Statement Of Work: Public Wi-Fi Services for the Western Cape Government

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E.1 Scope of Services

E.1.1 Introduction

- E.1.1.1 This Public Wi-Fi Statement of Work (PW SOW) describes the Public Wi-Fi Services required to be delivered to SITA for the Western Cape Government (WCG).
- E.1.1.2 The Public Wi-Fi Services (PW Services) are required to be delivered at two Public Wi-Fi Site Types, per section E.3.
- E.1.1.3 The PW Services must include a minimum of 6GB of free Internet data per device per month and unlimited, free access to all South African national, provincial and municipal government websites.

E.1.2 Overview of Scope

The Service Provider must:

- E.1.2.1 Provide Internet access to the general public via at least one wireless access point (AP) at Sites in Annexure C indicated to receive the PW Service.
- E.1.2.2 Provide project delivery management as further described in Section E.4;
- E.1.2.3 Provide service management support as further described in Section E.5;
- E.1.2.4 Comply with the Change, Request and Incident Management processes as further described in E.7;
- E.1.2.5 Decommission PW Services when requested as further described in Section E.6;
- E.1.2.6 Ensure PW Services perform according to the Service Level Indicators as described in Section E.8;
- E.1.2.7 Comply with the Reporting requirements as described in Section E.10;

E.2 Assumptions

E.2.1 Equipment

- E.2.1.1 The Service Provider will be responsible for ensuring that all equipment used to deliver the services is appropriately selected and performs as intended by the Original Equipment Manufacturers (OEM) and will be held liable for any impact to the PW Services or to other services/property at the Site due to any failure of the Equipment.
- E.2.1.2 The Service Provider is expected to ensure that its equipment located at Sites is fully functional after any power failure has occurred.
- E.2.1.3 The Service Provider cannot attribute failures of its equipment to a previous site mains power failure and must ensure that all equipment functions as required after a mains failure event has occurred.

E.2.2 Skills and Resources

- E.2.2.1 The Service Provider will have the necessary skills and resources available as needed.

- E.2.2.2 The Service Provider may not provide a reason of incapacity based on the third party or its supplier.

E.2.3 Service Level Monitoring

- E.2.3.1 The Service Provider's Network Management System (NMS) will monitor the Service Level Indicators on a continuous basis. The NMS for the PW Services must be the same system used for the BB Services per Annexure D.
- E.2.3.2 SITA retains the right to conduct any form of testing and monitoring of the PW Services that it receives under this Agreement and raise Incidents through its ITSM system (linked to the Service Provider's ITSM system per paragraph E.4.2.2) when it finds that the Service Provider is not achieving any of the Service Level Indicators. In this case, the Service Provider will be expected to attend to these Incidents according to paragraph E.7.3.

E.2.4 ITSM System

- E.2.4.1 The Service Provider's Information Technology Service Management (ITSM) system will be the same system used for the BB Services per Annexure D.

E.3 Public Wi-Fi Site Types

E.3.1 Broadband Public Wi-Fi Site

- E.3.1.1 A Broadband Public Wi-Fi Site means a Site where the Service Provider is providing an Internet service for the Public Wi-Fi Service to SITA at:
- a) a Corporate Site, to which the Service Provider is already providing a Layer 2 service for broadband connectivity; or
 - b) a Non-Corporate Site, to which the Service Provider is already providing Internet access via Virtual Private Network (VPN) services for broadband connectivity.
- E.3.1.2 At a Broadband Public Wi-Fi Site, the bandwidth for carrying the Internet traffic from the AP to the Internet breakout will be taken from the bandwidth that has already been provisioned for broadband connectivity at Sites per Annexure C, and therefore such PW bandwidth should not have to be costed again. Only the cost of bandwidth for Internet access should be included.
- E.3.1.3 The PW Service at Broadband Public Wi-Fi Sites are requested and managed via the Service Request Management process described in section C.6.2.

E.3.2 Stand-alone Public Wi-Fi Site

- E.3.2.1 A Stand-alone Public Wi-Fi Site means a Site where the Service Provider provides an Internet service for the Public Wi-Fi Service to SITA where BB Services are not being provided (i.e. at a Site that is not a Corporate or a Non-Corporate Site).
- E.3.2.2 At a Stand-alone Public Wi-Fi Site, the Service Provider will need to provision both the network bandwidth from the AP to the Internet breakout, and the Internet bandwidth.

- E.3.2.3 The Service Provider will be required to ensure that the PW Service at Stand-alone Public Wi-Fi Sites has the required power source, installation permissions / agreements, equipment security / infrastructure and any other equipment or activities required to deliver the PW Services.
- E.3.2.4 The PW Service at Stand-alone Public Wi-Fi Sites are requested and managed via the Service Request Management process described in section E.7.2.

E.4 Project Delivery Management

E.4.1 General

- E.4.1.1 The Service Provider shall provide the PW Services at the Sites listed in Annexure C indicated to receive the PW Service.
- E.4.1.2 The Service Provider shall collaborate and co-operate with SITA and/or its designated Service Management Organisation in the delivery of the PW Services and must take all reasonable instructions regarding the PW Services from SITA and/or SITA's designated Service Management Organisation.

E.4.2 Deliverables

The Service Provider shall, at no additional cost other than those included in Annexure I (Pricing), perform activities to deliver PW Services according to SITA's requirements at sites in Annexure C indicated to receive the PW Service, including (but not limited to) activities to:

Prepare management systems

- E.4.2.1 Ensure integration between the Service Provider's NMS monitoring the PW Service and its Information Technology Service Management (ITSM) system in order to log Incidents in accordance with paragraph E.7.3.2. The Service Provider will be responsible for any development required for the integration between these systems, and no Service will be accepted until this integration has been confirmed;
- E.4.2.2 Ensure a direct and bi-directional integration between the Service Provider's ITSM system and SITA's ITSM system. The Service Provider will be responsible for any development required for the bi-directional integration between its and SITA's ITSM systems, and no Service will be accepted until this integration has been finalised and accepted by SITA.
- E.4.2.3 Provide access to the speed testing server (being provided in accordance with the BB SOW) to test the speed from the Public Wi-Fi AP at each Site.
- E.4.2.4 Provide an online reporting and analytics portal (Statistics Portal) for SITA to access real-time and historical information (for up to 2 years) in the form of graphs, statistics, trends and reports for Internet connections provided to each Public Wi-Fi AP, per Section E.10.1.
- E.4.2.5 Design and implement a landing page that is presented to End Users that have selected to connect to the PW Service. The Service Provider will be responsible for any development required for the implementation, maintenance and updating of this landing page, which must:
 - a) enable the WCG to provide information to End Users (e.g., for campaigns and information sharing)

- b) enable End Users to watch educational videos about using the Internet without consuming any of their free allocation of data. SITA will provide 13 videos to the Service Provider, which range in size from 9MB to 18MB in size.
- c) enable End Users to break out to the Internet.
- d) enable End Users to browse South African national, provincial and municipal government websites without consuming any of their free data allocation.
- e) enable End Users to contact the Service Provider's Service Desk to log Incidents.
- f) accommodate any additional requirements that SITA may have to improve the End User experience.

E.4.2.6 Allocate a minimum of 6GB of free Internet data per device per month and unlimited, free access to all South African national, provincial and municipal government websites.

Install the required Equipment

E.4.2.7 Perform site assessments in preparation for the installation of the PW Service.

- E.4.2.8 Supply and install (at a location on Site as determined by SITA) Public Wi-Fi access points, conforming to standards that enable the issue of a certificate of compliance, if required by SITA. This includes:
- a) The supply and installation of outdoor access points that provide directional network signal within line of sight of at least 100m from the access point. At Broadband Public Wi-Fi Sites, the AP will be located within 80m of the Service Provider's broadband Customer Premises Equipment (CPE).
 - b) The supply and installation of indoor access points that provide omni-directional network signal within at least 25m from the access point. At Broadband Public Wi-Fi Sites, the AP will be located within 80m of the Service Provider's broadband CPE.
 - c) The supply and installation of Public Wi-Fi access points capable of connecting at least 50 concurrent End Users.
 - d) The supply and installation of Public Wi-Fi access points must comply with Wi-Fi 6 / 802.11ax standards and that support at least the 2.4GHz and 5Ghz frequencies.
 - e) The supply and installation of power leads to the allocated power outlet if power to the Public Wi-Fi access point is not being provided via Power over Ethernet (PoE).
 - f) Any on-premise cabling required to connect the AP must be installed in conduit / trunking.

Provision the PW Services

- E.4.2.9 Provide the defined PW bandwidth for the PW Service at each Site in Annexure C indicated to receive the PW Service. Note that at Broadband Public Wi-Fi Sites:
- a) the PW bandwidth for carrying the Internet traffic from the AP to the Internet breakout will be taken from the bandwidth that has already been provisioned for broadband connectivity at Sites per Annexure C, and therefore should not have to be costed again.
 - b) the PW Service will only be deployed at Sites with broadband network connectivity speeds of 100 Megabits per second and higher.
- E.4.2.10 Provision both the network bandwidth from the AP to the Internet breakout, and the Internet bandwidth at Stand-alone Public Wi-Fi Sites.

- E.4.2.11 Configure the Internet access service for each Public Wi-Fi site with a maximum Contention Ratio of 25:1.
- E.4.2.12 Activate proactive network monitoring of the PW Services provided to SITA at each Site; including SITA's access to the Service Provider's live NMS via a real-time online portal / dashboard.

Report on Project Delivery

- E.4.2.13 The Service Provider shall timeously provide all information relating to the delivery of the PW Services, as requested by SITA and complete and distribute reports, in accordance with section E.10.1.

E.4.3 Project Delivery Resources

- E.4.3.1 The Service Provider must manage the delivery of the Service Requests.
- E.4.3.2 SITA requires a Project Manager to manage the delivery/implementation on a day-to-day basis, to report on project progress and to attend all required meetings as per Annexure H (Governance).
- E.4.3.3 The project manager should be supported by other relevant personnel such as a lead technical engineer and implementation teams as required to meet the agreed Service Requests.

E.4.4 Acceptance, Testing and PW Service Handover

- E.4.4.1 The Service Provider will notify SITA two (2) Business Days in advance of their intent to handover a Site. Each Service handover will be preceded by a site inspection by SITA where the Installation of all equipment conforming to standards that enable the issue of a certificate of compliance, if required by SITA, will be assessed.
- E.4.4.2 For each Service at a Site, the Service Provider will present SITA with a formal Service Handover Certificate (including at least the information contained in Annexure G – Template Service Handover Certificate) after the Service has been successfully installed and commissioned and all monitoring has been activated, in accordance with paragraph E.4.2.
- E.4.4.3 Each Service Handover Certificate must confirm the provisioned PW bandwidth for the PW Service and validate the functionality of the service according to the Service Level Indicators in section E.8.
- E.4.4.4 When the Service Handover process has been correctly followed and SITA has completed the site inspection and testing of such PW Service(s), SITA will either:
 - a) at its sole discretion notify the Service Provider of acceptance of the PW Service at a site, whereafter billing may begin per the date on the Service Handover Certificate; or
 - b) notify the Service Provider of rejection of the PW Service at a site if any of the PW Services are not provided in accordance with this PW SOW. Hereafter the Service Provider will be required to complete any required actions in order for the PW Services to be accepted and provide a new Service Handover Certificate.
- E.4.4.5 If SITA does not complete the site inspection and testing or notify the Service Provider of acceptance of the PW Service within 5 Business Days, the Service will be regarded as accepted per the date on the Service Handover Certificate.

E.5 Service Management and Support

E.5.1 General

- E.5.1.1 The Service Provider shall maintain and support the PW Services at the Sites in Annexure C indicated to receive the PW Service.
- E.5.1.2 The Service Provider shall collaborate and co-operate with SITA and/or its designated Service Management Organisation in the delivery of the PW Services and must take all reasonable instructions regarding the PW Services from SITA and/or SITA's designated Service Management Organisation.

E.5.2 Deliverables

The Service Provider must:

- E.5.2.1 support and maintain the PW Services in accordance with SITA's operational requirements and as per the contracted Service Level Indicators in section E.8;
- E.5.2.2 provide an all-year 24-hour 7-day a week Service Desk, including Public Holidays. The Service Desk must be contactable by email and telephone and capacitated to respond to Incidents and Requests as described in section E.7.
- E.5.2.3 provide a Public Wi-Fi service at each Site with an availability of 98% (ninety-eight per cent).
- E.5.2.4 proactively monitor the PW Services provided to SITA. This means that the supplier's systems must detect Incidents / link failures and breaches of service level indicators as per section E.7.3 and notify SITA; and SITA must have access to the Service Provider's live NMS via a portal / dashboard;
- E.5.2.5 manage Change Requests in accordance with section E.7.1;
- E.5.2.6 manage Service Requests in accordance with section E.7.2;
- E.5.2.7 timeously provide all information relating to the delivery of the PW Services, as requested by SITA, and complete and distribute reports, in accordance with section E.10.1;

E.5.3 Service Management Resources

- E.5.3.1 In order to achieve a quality, reliable, and effective service SITA requires that the Service Provider provide service support personnel as required to comply with the service level indicators. The primary focus of the service support personnel is to ensure that all elements of the PW Services are delivered timeously and efficiently.
- E.5.3.2 Accordingly, the Service provider must provide:
 - a) A full-time dedicated Services Manager to:
 - i. manage the operations, maintenance and support of the PW Services on a day-to-day basis.
 - ii. be the primary interface between the Service Provider and SITA.
 - iii. to report on service performance and to attend all required meetings as per Annexure H (Governance).
 - iv. to analyse and review Service Providers Performance against the SLAs and make recommendations as required.

- v. to act as the channel to the Service Providers organisation to make this organisation aware of SITA's business priorities, objectives and business drivers Service improvement and innovation.
 - b) Other relevant support personnel as required to meet the Service Levels as per section E.8.
- E.5.3.3 Furthermore, SITA requires the following business support services for which a specific contact person(s) is required:
- a) Contract management; to manage the performance of this Agreement
 - b) Financial management; to manage the billing queries, invoicing, quotations and other financial matters

E.6 Decommissioning

E.6.1 General

- E.6.1.1 Since the costs for the Public Wi-Fi service per Annexure I (Pricing) include both installation (Non-Recurring Charges) and Monthly Recurring Charges, any costs associated with decommissioning a PW Service at a Site will be for the Service Provider's account. Under the points below, SITA will cease to pay for any PW Service that has been decommissioned and SITA will not be liable for any other cost associated with such decommissioning.
- E.6.1.2 SITA may decommission PW Services at a Site either as a result of:
- a) operational requirements (i.e. when the PW Service at a Site is no longer required by SITA). In this case SITA will give the Service Provider at least one months' notice of its intention to cease using such PW Service.
 - b) failure by the Service Provider to achieve any Service Level Indicator or deliver on any obligation for a continuous period of 72 (seventy-two) hours from the time of detection of such failure or notification of such obligation. In this case, after the allotted 72 hours, SITA will give the Service Provider one days' notice of its intention to cease using such PW Service.
 - c) failure by the Service Provider to meet any Service Level Indicator more than three times in any 6 (six) month period. In this case, SITA will give the Service Provider one days' notice of its intention to cease using such PW Service.
- E.6.1.3 SITA reserves the right to procure Public Wi-Fi services outside of this Agreement at its sole discretion.

E.7 Change, Request and Incident Management

E.7.1 Change Management

- E.7.1.1 A change is the addition, modification, or removal of anything that could have a direct or indirect effect on PW Services. Change Requests are usually made from the Service Provider to SITA.
- E.7.1.2 Changes should be managed according to the following process:

- a) For any change that is required to be made that has or could have the potential to adversely impact the PW Services, the Service Provider must submit a Change Request to SITA two weeks prior to the implementation date of the Change (unless such Change is an emergency Change). In this regard, the Service Provider shall explain and describe the proposed changes and time window, form a rollback plan for SITA and provide such technical information as SITA may reasonably request in writing. If required, the Parties may promptly meet to discuss any Change Request. SITA may only consider a change request once all required information has been provided.
- b) Upon consideration of the Change Request, SITA shall:
 - i. accept the Change Request; or
 - ii. reject the Change Request; or
 - iii. suggest modifications to the Change Request.
- c) Upon acceptance of the Change Request, the Service Provider shall implement the Change. Immediately after the Change has been implemented, the Service Provider must report to SITA regarding the outcomes of the Change and any other feedback such as deviations in the implementation, and any issues at each affected Site (e.g. MTU size not configured correctly).
- d) Unsuccessful Changes must be rolled back according to the plan included in the Change Request.
- e) Upon completion of the Change and acknowledgement by SITA that the PW Service is fully functional, the Change can be closed.

E.7.2 Service Request Management

- E.7.2.1 A Service Request is the addition, modification or removal of PW Services or any part thereof. Service Requests are usually made from SITA to the Service Provider.
- E.7.2.2 The Service Provider may propose an activity listed in the table below to SITA, in which case SITA could consider such proposal and follow this Service Request Management process. Requests logged on the Service Provider's ITSM system must be forwarded by the Service Provider to SITA's ITSM system.
- E.7.2.3 Service Request Management will be performed as per the following table:

Request Management Activities:	Request Management Activities Success Criteria	Action Required by Service Provider within 10 Business Days
Install Broadband PW Service	The Installation of a Broadband PW Service at a Site is accomplished when the Service Provider has successfully completed and tested the installation per paragraph E.4.2, and such installation has been accepted by SITA per paragraph E.4.4.	Accept; and Provide Service Proposal
Install Stand-alone PW Service	The Installation of a Stand-alone PW Service at a Site is accomplished when the Service Provider has successfully completed and tested the installation per paragraph E.4.2, and such installation has been accepted by SITA per paragraph E.4.4.	Decline; or Provide Service Proposal

Install Additional Public Wi-Fi AP	The Installation of an additional Public Wi-Fi AP at a Site is accomplished when the Service Provider has successfully completed and tested the installation per paragraph E.4.2, and such installation has been accepted by SITA per paragraph E.4.4.	Accept; and Provide Service Proposal
Upgrade Public Wi-Fi Bandwidth	A Public Wi-Fi bandwidth upgrade is accomplished when the Service Provider has successfully upgraded the PW bandwidth provided to a Public Wi-Fi site, and such installation has been accepted by SITA per paragraph E.4.4.	Accept; and Provide Service Proposal
On-premises Movement of PW Service	An On-premises Movement of PW Service is accomplished when the Service Provider has successfully completed the requested movement, within the same Site premises, and this movement has been accepted by SITA.	Accept; and Provide Service Proposal
Relocation of PW Service	A Relocation of PW Service is accomplished when the Service Provider has successfully completed the requested relocation to a new / different Site premise per paragraph E.4.2, and such installation has been accepted by SITA per paragraph E.4.4.	For Broadband Public Wi-Fi Sites: Accept; and Provide Service Proposal For Stand-alone Public Wi-Fi Sites: Decline; or Provide Service Proposal
Decommission PW Service	Decommissioning of the PW Service at a Site is accomplished when the Service Provider has successfully decommissioned such PW Service, removed all related equipment and provided a Decommissioning Certificate, and such decommissioning has been accepted by SITA. Notwithstanding paragraph E.6.1.2 SITA can request any Service to be decommissioned within 30 days and any costs associated with decommissioning will be for the Service Provider's account.	Accept

E.7.2.4 Service Requests should be managed according to the following process:

- a) For any request, SITA will provide a duly completed Service Request Form to the Service Provider.
- b) Notifications of Requests logged on SITA's ITSM must be forwarded to the Service Provider's ITSM system.
- c) Upon receipt of the Service Request, the Service Provider shall, within 10 (ten) Business Days, either: decline the Service Request; or accept the Request (and provide a Service Proposal where required) – see third column in table above.

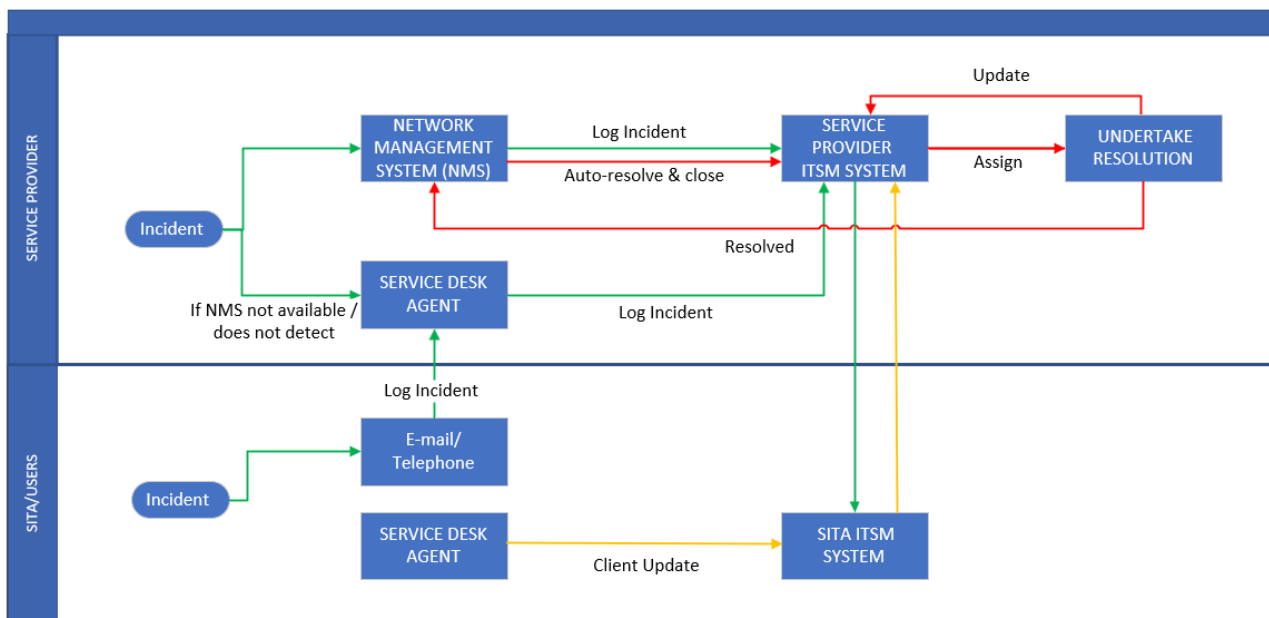
- d) The Service Proposal must describe the delivery and management of the requested service in accordance with this PW SOW, including all required dependencies, commercial details, Time to Implement, term/length of provision of the services, and other information relevant to render the PW Services in full. The price quoted for the execution of a Service Request must include all relevant charges per Annexure I (Pricing) and SITA will not be liable for any additional costs (foreseen or unforeseen) whatsoever.
- e) Upon receipt of the Service Proposal, SITA shall:
 - i. accept the Service Proposal; or
 - ii. reject the Service Proposal; or
 - iii. ask the Service Provider for such further information it requires in order to consider the Service Proposal; or
 - iv. suggest modifications to the Service Proposal.
- f) Upon SITA's acceptance of the Service Proposal, the Service Provider shall implement the Service Request according to the details included in the Proposal and the timelines in paragraph E.8.5.
- g) The closure time and date for Service Requests will be included on the Service Handover or Decommissioning Certificate completed by the Service Provider and accepted by SITA, and billing for the PW Services can only respectively begin or stop from this date.
- h) Following SITA's acceptance of any services that have been modified, added or decommissioned, the Change Register and Annexure C must immediately be updated by the Service Provider.

E.7.2.5 Service Requests must be managed according to the Service Level Indicator in paragraph E.8.5.

E.7.3 Incident Management

- E.7.3.1 An incident is an unplanned or unexpected event that deviates from normal operations and has the potential to disrupt or harm individuals, organizations, or systems. It often refers to an adverse or undesirable occurrence, such as accidents, emergencies, security breaches, failures, errors, or any other incident that requires attention or intervention to mitigate its impact.
- E.7.3.2 Per paragraph E.2.3.1 the Service Provider's NMS will constantly monitor the PW Services and therefore identify any service-affecting events across the network. However, not all service-affecting events are required to be logged as Incidents to the Service Provider's ITSM. Accordingly, for the purposes of logging Incidents to the Service Provider's ITSM, the Service Provider's NMS will log an Incident when:
 - a) the Access Point Availability tests per paragraph E.8.3 fail to meet the Service Level Indicator on two consecutive occasions.
- E.7.3.3 Where an incident affects multiple access points, SITA expects that all access points associated with such incident will be treated as if each incident had been separately reported, although the Service Provider can report on restoration of the overall incident. Furthermore, upon identification of such an incident, SITA expects the Service Provider to communicate the extent of such incident by identifying all access points affected and communicating this to SITA.
- E.7.3.4 Public Wi-Fi Incidents must be managed according to the following process (and as illustrated in the diagram):

- a) Incidents detected by the Service Provider's NMS must automatically be logged to the Service Provider's ITSM system in accordance with paragraph E.7.3.2.
- b) All Incidents logged via the Service Provider's NMS, when cleared, must be auto-resolved by the Service Provider's NMS on the Service Provider's ITSM system.
- c) Incidents that are not automatically logged by the Service Provider's NMS to the Service Provider's ITSM system, for whatever reason, must be logged to the Service Provider's ITSM system by the Service Provider's Service Desk agent.
- d) Incidents and resolutions logged on the Service Provider's ITSM system must be forwarded by the Service Provider to SITA's ITSM system.
- e) Notifications of Incidents logged on SITA's ITSM must be forwarded to the Service Provider's ITSM system.
- f) A manual process that accommodates the logging of Incidents by SITA or End Users of the PW Service via email and telephone must be provided to ensure business continuity.



E.7.3.5 After the resolution and/or restoration of each Major Incident (an Incident affecting 5 or more access points); or an Incident lasting more than 24 (twenty-four) hours, the Service Provider shall provide a Root Cause Analysis report describing the Incident and the underlying root cause and the fix for the underlying problem. Such report to be provided to SITA within 5 (five) business days of the incident being resolved.

E.7.3.6 In the event of a failure in PW Services, it is important that the Service Provider provide a concise list of personnel that will need to be contacted. The Service Provider escalation matrix specified below is applicable in the event that there is unsatisfactory response to an Incident.

Service Provider Escalation Matrix			
Contact	Phone	Email	Time
Service Desk Agent			Immediate
Service Desk Manager			30 Minutes
Services Manager			1 Hour

Senior Manager			2 Hours
Executive			3 Hours

E.8 Service Level Indicators

E.8.1 Incident Feedback

Description	Incident Feedback
After the initial logging of an Incident, feedback on Incidents is to be provided to SITA's ITSM system to ensure that SITA is aware of the progress of the resolution	Every 24 hours

E.8.2 Root Cause Analysis

Description	Incident Report and Root Cause Analysis
A report providing an analysis of the underlying root cause needs to be performed for all incidents that caused a Major Incident (i.e. for an Incident affecting 5 or more access points) or where requested by SITA.	within 5 business days of Incident closure

E.8.3 Access Point Availability

Description	Access Point Availability
Access Points must have 98% availability	Maximum Accumulated Downtime not to exceed 14 hours 36 minutes in any month.

- E.8.3.1 Access Point Availability is measured by the NMS by polling the Public Wi-Fi AP at each Site every 5 (five) minutes.
- E.8.3.2 A Public Wi-Fi Site is deemed to be unavailable / down when the access point is unavailable.
- E.8.3.3 For the purpose of calculating Downtime, the monthly report for AP availability drawn from the Service Provider's NMS will be the source of information.
- E.8.3.4 Downtime will be accumulated for all events where the AP is unavailable according to the Service Provider's NMS, and not only those logged as Incidents as defined in section E.7.3.
- E.8.3.5 Delays attributable to SITA during the Operating Window (e.g., access to Sites), will not be included in the calculation of Downtime.
- E.8.3.6 For Incidents that are not closed in the reporting month, downtime will be calculated as if the incident was closed at the end of the month and for the following and subsequent month(s) the incident reopened at the start of that month.
- E.8.3.7 Scheduled maintenance will be excluded from downtime provided that the Service Provider has informed SITA in accordance with Section E.7.
- E.8.3.8 A network security event leading to a service not being available will not be excused.
- E.8.3.9 Equipment failure leading to a service not being available will not be excused.

- E.8.3.10 For a cable break affecting a PW Service an additional 24 hours will be permitted during the month that the cable break occurred. This additional 24-hour allowance will be added to the Maximum Accumulated Downtime for each Public Wi-Fi site affected by such cable break, provided the cable break is substantiated with evidence provided by the Service Provider to SITA, and such evidence is accepted by SITA.

E.8.4 Statistics Portal Accessibility

Description	Statistics Portal Accessibility
The Service Provider's online Statistics Portal (for reporting and analytics) must be fully accessible	The Statistics Portal must be functionally operational and accessible via the Internet for 100% of the time.

E.8.5 Request Management

Description	Time to implement
Service Requests are completed within the Time to Implement	Install Broadband Public Wi-Fi Site The Broadband Public Wi-Fi Site Installation Date will be one Calendar Month after both the accepted Service Proposal was provided to the Service Provider and SITA has accepted the broadband service at such Site.
	Install Stand-alone Public Wi-Fi Site The Stand-alone Public Wi-Fi Site Installation Date will be 90 Calendar Days after the date that the accepted Service Proposal was provided to the Service Provider. To mitigate any unforeseen risk during the installation of a Stand-alone PW Service, the Service Provider may, within 30 Calendar Days of the receipt of the accepted Service Proposal, elect to decline the Request to Install a New PW Service.
	Decommission PW Service The Decommission Date will be 5 Calendar Days after the date that the request is logged on the Service Provider's ITSM system.
	Upgrade Public Wi-Fi bandwidth The Upgrade Date will be 48 hours after the date that the request is logged on the Service Provider's ITSM system.
	On-premises Movement of PW Service The On-premises Movement Date will be 20 Calendar Days after the date that the accepted Service Proposal was provided to the Service Provider.
	Relocation of PW Service The Relocation Date will be 90 Calendar Days after the date that the accepted Service Proposal was provided to the Service Provider.

E.8.6 Delivery of Service Level Indicator Report

Description	Delivery of Service Level Indicator Report
Delivery of Service Level Indicator Report	The monthly Service Level Indicator report must be delivered within 5 (five) business days after the end of the month

E.8.7 Delivery of Statistics Report

Description	Delivery of Service Level Indicator Report
Delivery of Statistics Report	The monthly Statistics report must be delivered within 5 (five) business days after the end of the month

E.8.8 Management of meeting attendance

Description	Management of meeting attendance
Management of meeting attendance	Service Provider personnel must attend all meetings per Annexure H - Governance (weekly, monthly and ad hoc).

E.8.8.1 Stand-in attendees must be communicated to SITA timeously and a stand-in attendee cannot already be an attendee at the scheduled meeting and any such stand-in attendee must have the same authority as the original attendee.

E.9 Service Credits

E.9.1 Calculation of Service Level Indicator Credits

E.9.1.1 Should the Service Provider fail to meet the minimum Service Levels, then remedial actions may be taken.

E.9.1.2 In the event of underperformance against any of the Service Level Indicators, SITA shall be entitled to receive Service Credits as specified below. The actual raising and receipt of Service Credits will be at SITA's discretion..

E.9.1.3 Service Credits will be calculated on a monthly basis and included in the Monthly Service Level Indicator Report per section E.10.1.

E.9.1.4 The below variables are applicable to the formulas used in the below table:

A = individual AP Monthly Recurring Charge (MRC).

N = number of instances that the service level is breached on each individual AP

T = total monthly charge for all PW Services at all Sites

EH = extra hour(s) or part thereof beyond the permissible maximum accumulated downtime.

ED = extra day(s) beyond the maximum permissible delivery date or agreed date.

SD = System (Statistics Portal) Downtime calculated by multiplying the percentage of inaccessibility (or part thereof rounded up to the nearest whole integer) by 100. For example, if the Statistics Portal was inaccessible for 5,8% of the month, the SD = 6% * 100 = 6.

Indicator	Metric	Service Credit
Incident Feedback (IF)	The Service Provider will provide feedback every 24 hours.	1% of the monthly service charge for each instance on the affected link for which feedback is not given.

Indicator	Metric	Service Credit
		SC Formula IF = $N * (A * 1\%)$
Root Cause Analysis (RCA)	Report to be delivered within 5 business days.	2% of the monthly service charge on each affected link for each instance where the root cause analysis report is not delivered within 5 business days of incident closure. SC Formula RCA = $N * (A * 2\%)$
Access Point Availability (APA)	Maximum Accumulated Downtime of 14 hours 36 minutes in the month	After the permitted Maximum Accumulated Downtime has been reached, a 5% service credit is payable, and thereafter for every 1 hour of downtime or part thereof, an additional 1% Service Credit will be payable. SC Formula APA = $(A * 5\%) + (A * 1\% * EH)$
Statistics Portal Accessibility (SPA)	100% Accessibility	1% of the total monthly fees shall be payable for each percentage point or part thereof for which the Statistics Portal is not accessible. SC Formula SPA = $T * 1\% * SD$
Request Management (RM)	Failure to deliver requested service by specified delivery date.	5% of the relevant site's MRC for every day the Service Request is not fulfilled within the Time to Implement. SC Formula RM = $A * 5\% * ED$
Delivery of Service Level Indicator Report (SLIR)	The Service Level Indicator Report is a critical deliverable and delivery is required within 5 (five) business days after the end of the month	1% of the total monthly fees shall be payable for each business day or part thereof for which delivery is later than the 5 th business day following the applicable reporting month SC Formula SLIR = $T * 1\% * ED$
Delivery of Statistics Report (SR)	The Statistics Report is a critical deliverable and delivery is required within 5 (five) business days after the end of the month	1% of the total monthly fees shall be payable for each business day or part thereof for which delivery is later than the 5 th business day following the applicable reporting month SC Formula SR = $T * 1\% * ED$

Indicator	Metric	Service Credit
Management of meeting attendance	Failure to meet the threshold for Service Provider personnel attending all meetings (weekly, monthly and ad hoc)	0.25% of the total monthly fees MoMA Formula = $T * 0.25\%$

- E.9.1.5 The Service Provider will calculate the respective service credits and include these in the monthly Service Level indicator Report.
- E.9.1.6 A Service Review Committee meeting should be held within 10 (ten) business days of the month end, at which the Service Provider's performance in meeting the Service Level Indicators and the Service Provider's calculation of Service Credits will be discussed.
- E.9.1.7 SITA in its sole discretion may waive certain Service Credits upon motivation from the Service Provider (excused performance).

E.10 Reporting

E.10.1 Statistics Portal

- E.10.1.1 The Statistics Portal needs to show real time information that is up to date for the last 5 minutes.
- E.10.1.2 SITA requires the following device data to be collected and the information displayed in the most appropriate manner using graphs and/or tables on the online Statistics Portal:
- a) Total number of devices connected to the Service (i.e., the number of devices that connected to the Service at least once during a particular time period or at a particular location).
 - a) Total number of repeat connections to the Service (i.e., the number of devices that connected to the Service more than once during a particular time period or at a particular location).
 - b) Average End User connection duration.
 - c) Average duration of connections for new End Users versus repeat End Users.
 - d) Types of devices by manufacturer and type (laptop / phone etc.) connected to the service.
- E.10.1.3 SITA requires the following usage data to be collected and the information displayed in the most appropriate manner using graphs and/or tables on the Statistics Portal:
- a) Total volume of data consumed.
 - b) Total Volume of data consumed per hour of the day.
 - c) Total volume of free Internet data consumed.
 - d) Total volume of data consumed on unlimited free government websites.
 - e) Average volume of data consumed per device.
 - f) Top 50 URLs per size.
 - g) Top 50 URLs per page view.

- E.10.1.4 As it relates to the device (in E.10.1.1) and usage (in E.10.1.3) data above, SITA requires the Statistics Portal to be capable of displaying information using various combinations of time periods and locations. For example, it must be possible to display any of the device and End User information:
- a) For a customised time period (e.g., daily; weekly; monthly; yearly; aggregate since Service inception; or any other date range).
 - b) For a customised location (e.g., Per Wi-Fi Access Point; Per Site; Per Local Municipality; Per District Municipality; for the entire Public Wi-Fi service)
- E.10.1.5 All information must be downloadable from the Statistics Portal in .csv and .pdf format.
- E.10.1.6 Data displayed on the Statistics Portal will be reviewed periodically as the service evolves, and SITA reserves the right to request reporting enhancements.

E.10.2 Reports

- E.10.2.1 The primary purpose of reporting is to provide detail concerning the Service Provider's activities relating to all aspects of the PW Services.
- E.10.2.2 In order to facilitate accurate reporting, information about PW Services at Sites must be updated in Annexure C and recorded on the approved site management information system.
- E.10.2.3 The Service Level Indicator Report is required to be delivered monthly to SITA in Word and PDF format by 8AM of the 5th (fifth) business day after the end of the reporting month, as per paragraph **Error! Reference source not found.**, and includes the following information for the preceding month:
- a) a comprehensive report on every Service Level Indicator in section E.8 including detail explaining underperformance.
 - b) Service Level Trends
 - c) Outstanding problems
 - d) Invoicing
 - e) Service Credits
 - f) Areas for improvement and improvement recommendations
 - g) Any root cause analysis report produced during the month
 - h) Other issues
- E.10.2.4 The Statistics Report is a critical deliverable that provides a monthly summary of the usage of the Public Wi-Fi service. The Statistics Report is required to be delivered monthly to SITA in PowerPoint and/or PDF format by 8AM of the 5th (fifth) business day after the end of the reporting month, as per paragraph **Error! Reference source not found.**. At a minimum, the following information must be included in the monthly Statistics Report for the overall PW Service for the preceding month:
- a) Total number of End Users connected to the PW Service since inception;
 - b) A graph of peak daily PW bandwidth utilisation;
 - c) Total number of devices connected to the PW Service (i.e., the number of devices that connected to the Service at least once for the first time during the month);
 - d) Total number of repeat connections to the PW Service (i.e., the number of devices that connected to the PW Service more than once during the month);

- e) Average End User connection duration;
- f) Average duration of connections for new End Users versus repeat End Users;
- g) Top 50 URLs per size;
- h) Top 50 URLs per page view
- i) Types of devices by manufacturer and type (laptop / phone etc.) connected to the PW Service
- j) Total Volume of data consumed per hour of the day (i.e., one 24-hour graph showing the aggregate volume of data consumed across the entire PW Service during each one hour period);
- k) Total volume of free Internet data consumed;
- l) Total volume of data consumed on unlimited free government websites;
- m) Total volume of data consumed (i.e., the sum of the two points k) and l) above);
- n) Average volume of data consumed per device.

E.10.2.5 Furthermore, the following scheduled reports are required and should be sent by email to SITA, and stored electronically by the Service Provider in a cloud-based location that is accessible by SITA:

Report Type	Report Format	Description
Delivery Progress Report	Email; .csv	Daily (by 8AM of each morning) report indicating the number of Public Wi-Fi sites handed over
Project Dashboard Report	PowerPoint	Weekly (by 8AM on the first Business Day of the following week) report summarising delivery progress, key risks and mitigations
Other	Email, Microsoft Word, PDF, Excel (.csv and .xls), PowerPoint as requested	Other (As agreed between the parties) e.g. bi-weekly; quarterly; narrative reports.

E.10.2.6 SITA may request Ad Hoc reports in specific formats related to the PW Services from the Service Provider from time to time (e.g., financial reports; improvement reports; narrative reports etc.).