

## **SERVICE LEVEL AGREEMENT**

**Entered between**

**ABC**

Registration Number:

Herein represented by \_\_\_\_\_ in his capacity as **Managing Director** duly authorised thereto

**(Hereinafter referred to as “Supplier”)**

**AND**

**NATIONAL METROLOGY INSTITUTE OF SOUTH AFRICA**

A public entity and juristic person in terms of the Measurement Units and Measurement Standards Act, 2006 (Act No. 18 of 2006) herein represented by – **Mr Ndwakhulu Mukhufhi**  
In his capacity, as the Chief Executive Officer

**(Hereinafter referred to as “Recipient”)**

## **Scope of Agreement**

- The scope entails courier services for goods locally and internationally.

## **Duration of the agreement**

- The contract shall commence on the last signing party.
- Duration shall be for a period of 36 months.
- This agreement terminates automatically at the end of the duration of the contract, or by mutual separation.

## **Quotations**

- Service provider shall provide a quotation as and when the service is required by the client.
- Service provider shall provide quotations within reasonable timeframes as follows;
  - Within 48 hours for local consignments
  - Within 72 hours for SADC region consignments
  - Within 96 hours for international consignments
- The client shall be entitled by notice to the service provider to cancel or resile from any quotation within 10 days in circumstances where it becomes either impracticable or uneconomical for the service provider to carry out the contract at the quoted rate and the service provider shall have no claim whatsoever against the client for any loss that the service provider might incur as a result of the client cancelling or resiling from the quotation.

## **Confidentiality**

- This agreement shall bind and benefit the parties and their respective successors and assigns. The Recipient's obligations under this agreement shall survive any termination hereof.
- This agreement shall be governed by the laws of the government procurement and South Africa.
- The parties grant no rights in or to the Recipient by sharing the confidential information. All confidential information shall remain the sole property of the sharing party.
- No contract or Agreement providing for any transaction or any commitment to into a transaction shall be deemed to exist by reason of this agreement.

## **Miscellaneous**

- Price includes surcharge and duties where applicable at current rates. Any changes to these rates will be for The Supplier's account. Prices are exclusive of VAT at current rates and include delivery to your stores in South Africa. All prices quoted are fixed and firm as per SBD 3.1.

### **Prices and Payment terms**

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- The costs involved will be as per tender quotations as per the tender documents submitted by the Supplier or as the parties may have mutually agreed. The complete system including supplying and delivery will be excluding VAT.
- This is payable 30 days after invoice date.

### **Signature**

#### **ABC**

Name: \_\_\_\_\_

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

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

### **Witnesses**

Name: \_\_\_\_\_ Name: \_\_\_\_\_

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

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

### **National Metrology Institute of South Africa**

Name: \_\_\_\_\_

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

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

### **Witnesses**

Name : \_\_\_\_\_ Name: \_\_\_\_\_

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

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