SITA Supply Chain Management

"In support of the Connected Smart Province"

SITA

Supply Chain Management: Summary Brief

SITA SCM remains an integral service Division

SITA SCM faces various challenges and accordingly, an appropriate operating and delivery model remains key to support the evolving business and customer landscape

The current SCM business model is aligned to the SITA role of sourcing ICT goods and services on behalf of the government as per the SITA Act, with the primary goal to equitably supporting economic transformation, through trust, transparency and ethical behavioural practices

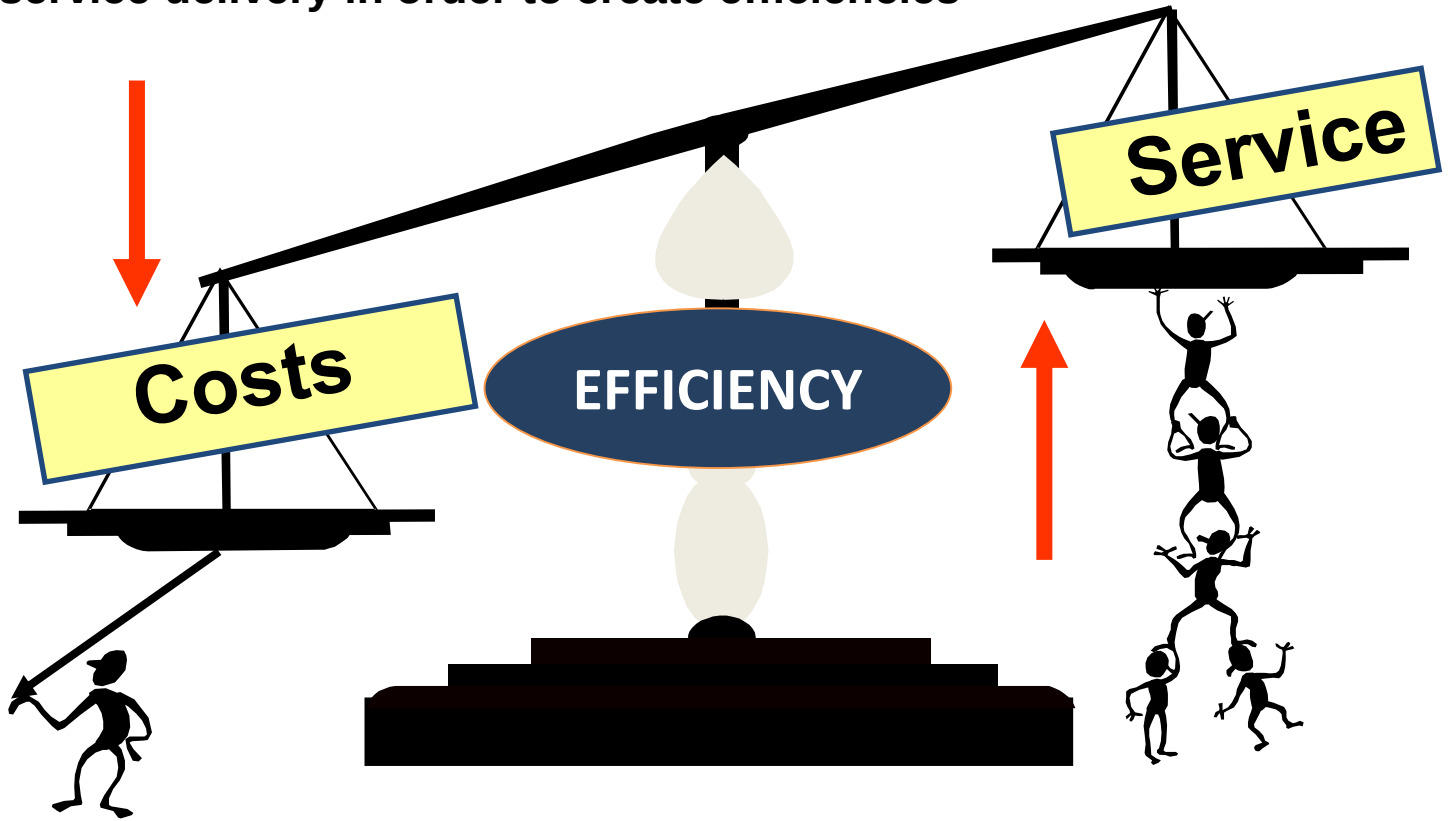
The Supply Chain Management (SCM) Efficiency Programme focuses on improving service delivery, reducing Government costs and ultimately providing the appropriate service to the citizens of South Africa

SCM Reform commenced in March 2020 and continues into FY23 with good benefits being realised YTD

The Road Ahead……

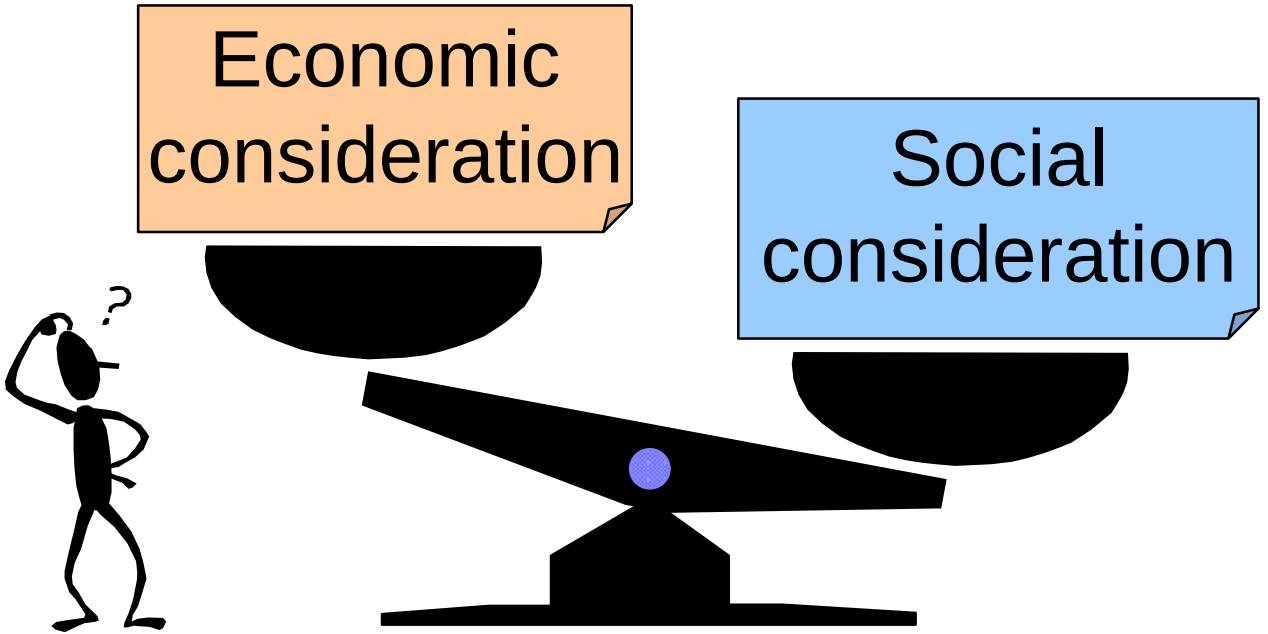
Key Principles of Re-purposed SITA SCM Reforms Programme (1)

By using a centralised supply chain model, SCM is striving to drive costs down and improving service delivery in order to create efficiencies



Key Principles of Re-purposed SITA SCM Reforms Programme (2)

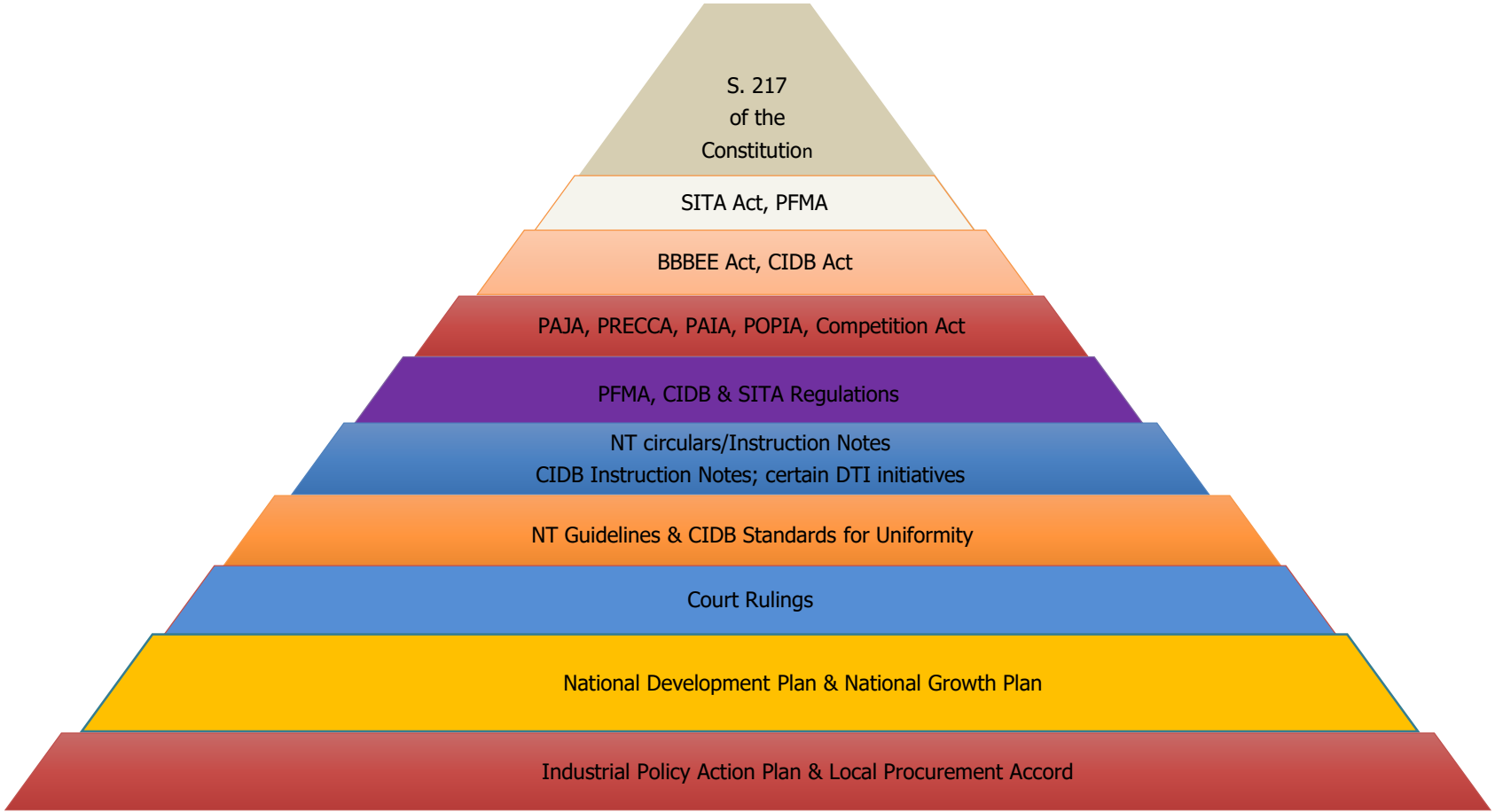
Better, smarter, at less internal cost, while empowering SMMEs and designated groups (black women, youth disabled, Military veterans)



Agenda

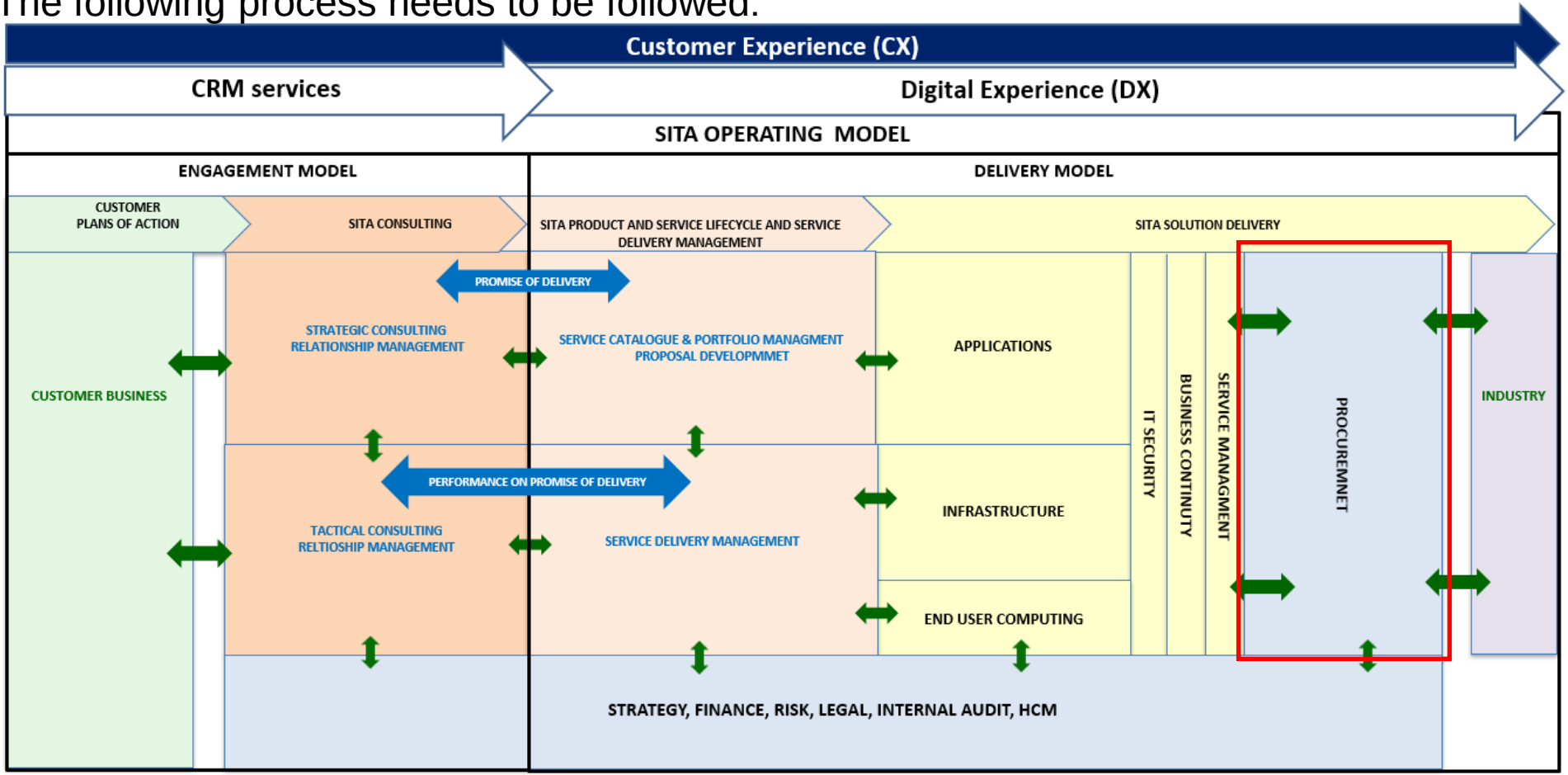
- Opening /Welcome/ SCM
- SCM Landscape and Reforms
- Legislation – Compliance framework
- Supply Chain processes
- Transversals and Framework Agreements
- Closure

The Legislative framework



SITA Operating Model – Value chain

The following process needs to be followed:



SITA “must” and “may” services as defined in the SITA Act (Act 88 of 1998 as amended by Act 38 of 2002)

Act means "SITA Act 38 of 2002"; Regulation means "SITA General Regulations R.902 of 2005".

SITA Mandatory Services	Through Service Line
Private Telecoms Network	Wide Area Network (WAN) Service Line
Transversal Systems	Application Development & Application Maintenance Service Lines
Transversal Data Processing	Hosting Services
Information System Security	Security Service Line
Disaster recovery Plan	Hosting and Security Service Line
Procurement	Procurement Service Line
Standards (Interoperability & Security)	Architecture, Security and Standards Service Lines
Certify Against Standards	Standards Service Line
IS Convergence Strategy	Architecture, Security and Standards Service Lines
Information system Inventory	Architecture, Security and Standards Service Lines
Research Plan	Research Service Line

Non-Mandatory Services	Through Service Line
Department ICT Training	Training Service Line
Department Information System Development	Application Development Service Line
Department ICT Maintenance	End User Computing (EUC) and Application Maintenance Service Line
Department Data Processing	Hosting and Data Centres Service Lines
Advisory Services	Architecture, Research, Security and Standards Service Lines
ICT Management Services	Service Management and End User Computing Service Lines
Provide Authentication Products	Security and Standards Service Lines
Do ICT Research	Research Service Line

Internal vs Agency procurement transactions

Procurement Stage	Internal transaction - Acquire FROM SITA	Agency transaction - Procure THROUGH SITA
Workflow	• Client → CRM → LOB → SCM	• Client → CRM → SCM
Client Engagement Model	• BA/SLA, Request for Service	• Request to Procure
Business Case	• SITA compile and approve • ICT and Corporate goods/services	• Department compile and approve • SITA "MAY" Services ONLY
Bid Specification	• SITA compile, review and approve • Department provides requirement • Risk assessment	• Department compile, SITA review (risk) • SITA may assist on request to compile • SITA provides template & standard
Bid Publication	• SITA leads briefing session • SITA SCM invites bids	• Department leads briefing session • SITA SCM invites bids
Procurement Transaction	• SITA SCM manage	• SITA SCM coordinates, support and oversee
Bid Evaluation	• SITA chairperson • SITA evaluates • Department may participate	• Department chairperson • Department evaluates • SITA must participate
Bid Adjudication	• BEC SITA present • SITA BAC Adjudicate and Award	• BEC Department present to SITA BAC • SITA BAC Adjudicate and Recommends award
Contracting	• Contract between SITA and Supplier • Registered on SITA ERP for payments	• Contract between Department and Supplier • Registered on Department ERP for payments

SITA - Bid Committee System 2022/23

	Bid Specification Committee (BSC)	Bid Evaluation Committee (BEC)	Bid Adjudication Committee (BAC)
Key Responsibility	• Compile and Review Specification • Design concept solution (if applicable) • Compile Evaluation criteria (for BEC) • Assemble RFx pack	• Evaluate Bid (tech, price/B-BBEE) • Evaluate Risk • Recommend Bid	• Adjudicate/award bid • Approve Contract scope changes • Approve Specifications (MBAC and EBAC) • Member cannot be part of BSC/BEC
Financial Delegation of Authority	• No Limit	• No limit	1. MBAC: R1m – <R10m 2. EBAC: R10m – <R50m 3. Board >R50m
Frequency	• Ad-hoc - Per Request	• Per Project/Commodity	• MBAC and EBAC = Weekly • BPC = Quarterly or as required • Board = Quarterly or as required
Chairperson or Leader	• Nominated by LOB / Department commensurate the risk/value of the transaction • Appointed by SCM	• As per Project Risk/Value profile • Nominated by LOB • Appointed by SCM	1. MBAC: HOD: Finance 2. EBAC: Managing Director (Acting) 3. Board – Chairperson

MBAC = Management BAC, EBAC = Executive BAC, BPC = Board Procurement Committee

Bid Adjudication Committee Terms of Reference

Bid Committees

- Bid Committee Members to certify that they will comply with the provisions of the Prevention and Combating of Corrupt Activities Act

- Separation of duties in the committee system:

  - ✓ A person that is a member of the BSC may not be a member of the BAC for the same transaction
  - ✓ A person that is a member of the BEC may not be a member of the BAC for the same transaction
  - ✓ A person that is a member of the BAC may not be a member of the BSC and BEC for the same transaction

- The restriction that members of the BSC cannot be in the BEC for the same transaction has been removed

Agenda

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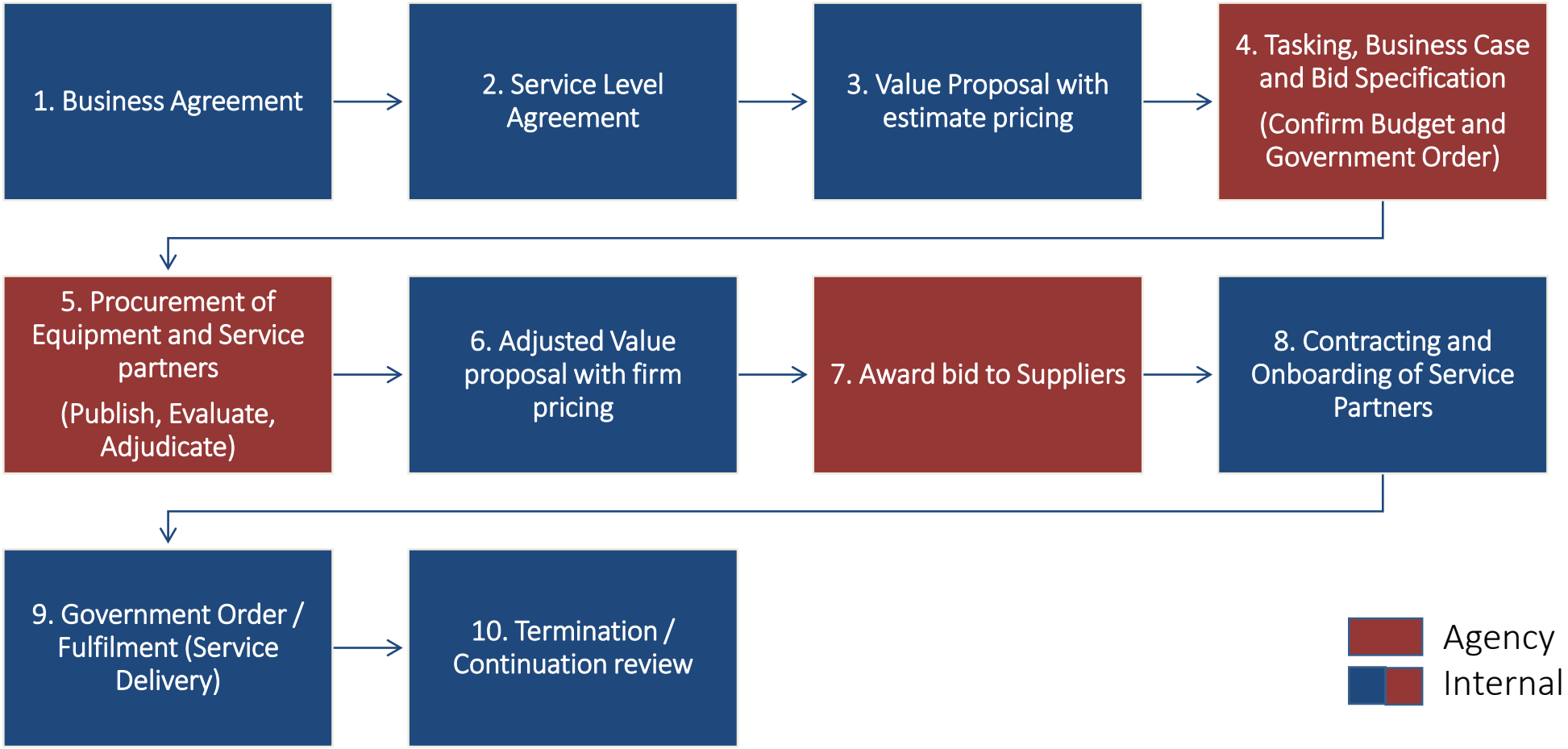
Engagement and Fulfilment process for Departmental requests



SITA High level Supply chain

Function / Responsibility	Pre-demand	Demand to adjudication	Contract management
SCM	N/a	• Demand management • Publication • Facilitate evaluation • Facilitate adjudication	• Facilitate contracting • Contract administration
SITA LoB	• Signed-off Business Case • Budget Confirmation • Bid Specification • Registration on BAS to obtain Incident (INC) number • Registration on ITSM (Remedy 9)	• Bid spec approvals • Tender evaluation	• Contract replacements • Contract extensions • Contract performance
Client - CRM		• Bid spec approvals • Tender evaluation	• Contract replacements

Tasking and Planning

The following Project durations will be applicable:

Threshold	Duration (Working Days)[Note 1]
RFB ≥R50m	150
RFB ≥R10m and <R50m	120
RFB ≥R1m <R10m	90
RFQ from R2k to R1m	30

The anticipated duration to complete the procurement event is dependent on the following:

***Note 1*:**

The above process starts from date of **Bid Specification** approval by the relevant Bid Adjudication Committee.

Note 2:

Availability of the **BSC and BEC members** from your Department during the execution of the Tender process is of critical importance.

Note 3:

- Final Bid Specification must be signed of by Department prior to publication.
- Final Project Plan needs to be agreed upon and signed by both y SITA and the Department prior to Advertisement.

SCM Remedial actions underway 2022 to 2024 with an Accelerated reforms activated…

to improve SCM services to clients & digitally connects the supplier, client and lines of business

Organisation

- Further enhancement of transformation agenda
- Improve collaboration between IA, CRM, SCM and LOB
- Continue road shows with key stakeholders
- Potential devolvement of ICT requests <R1m to clients – Waiting for ministerial approval
- Partnership with key market players (OEM) for innovation
- Implement additional fit-for-purpose Transversals, Panels and Framework agreements

Process

- Further simplification of business processes and standard operating procedures
- Further enhancements on Delegation of Authority
- Develop a consolidated demand plan in collaboration with LOBs to reduce number of requests
- Addressing root causes of audit issues
- Further reduce number of tender cancellations
- Ongoing tackling of procurement costs

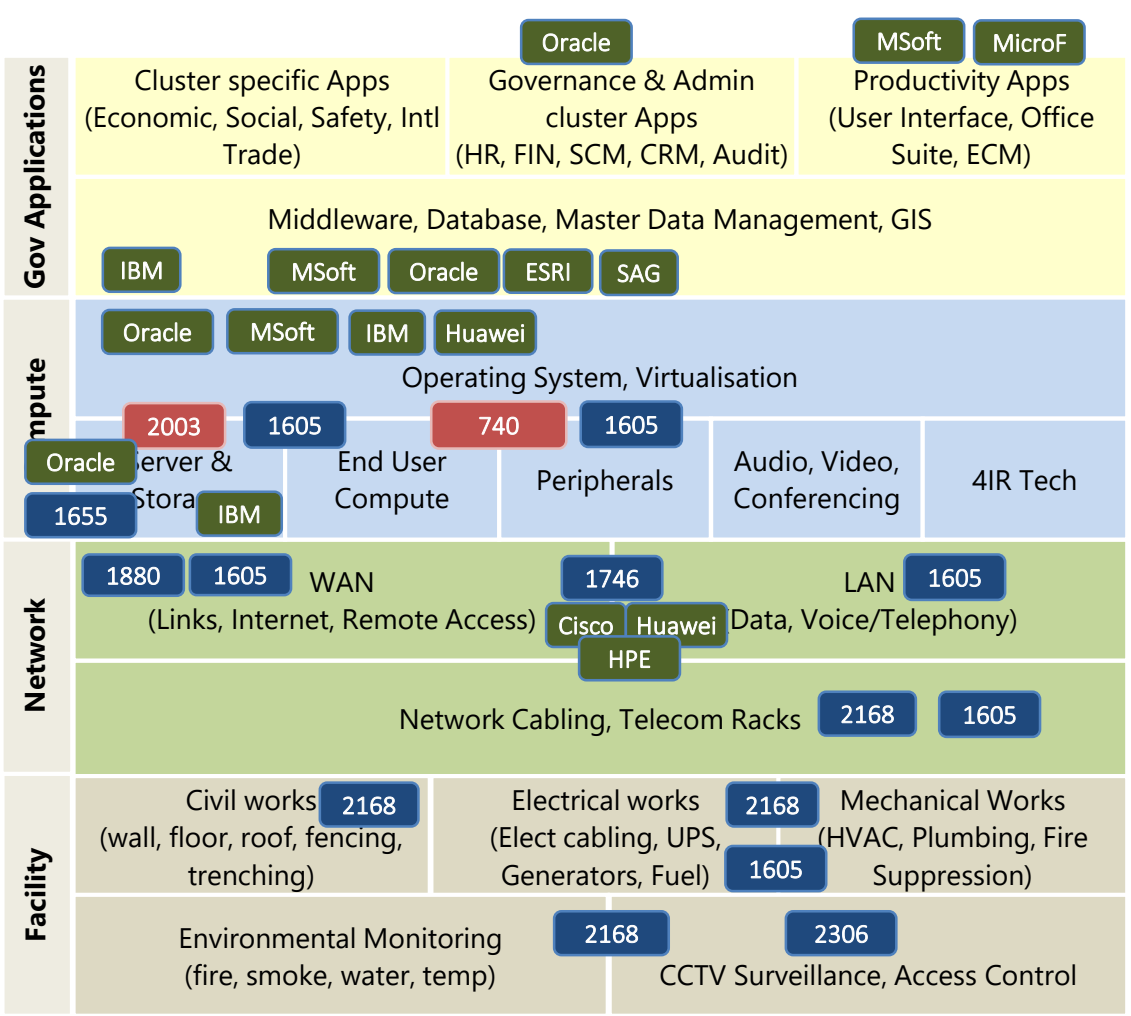
People

- Filling of all current vacancies
- Skills assessment concluded & relevant training
- Further upskilling of staff
- Upliftment of SCM culture and change management
- Customer centricity and responsiveness
- Fraud and corruption awareness
- Thought leadership and accountability
- Improve performance management and productivity

Systems

- Wall-to-wall automation of manual processes
- ITSM: Case Management module to track procurement fulfilment process
- Oracle ERP upgrade & enhancements for SCM
- Automated records management
- Client Interface Portal

Industry Service offering (via Procurement)



ICT Ops SW

ICT Service Man

- Call Centre / Self Service — MicroF
- Incident / Request
- SLA Performance
- HW Asset Man
- SW Asset Man

ICT Ops Man — Oracle

- Metering / Billing
- Asset Performance
- Config/Discovery
- App Dev/Ops
- Fault/Diagnostic
- Server Ops
- EUC Ops — MSoft
- Network Ops

CA, Huawei, Cisco, SAG, HPE, IBM

Facility Ops

Security SW

- Identity & Access Management
- Firewalls, Intrusion prevention
- Anti-Virus, End-Point Protection
- ICT Integrity, Vulnerability, Analytics
- Audit, Forensics
- Backup, Disaster Recovery
- Sec Ops

MSoft, Oracle, IBM, CA

Transversal Panel
SITA Panel
FW Agreement

ICT Services only

- Technical Man
- Contract Man
- Project Man
- ICT Governance
- Strategy/Planning
- Business Analysis
- Design/Architecture
- App Development
- App Maintenance
- App Support
- Data Management
- Knowledge Man
- Security Services
- Implementation and Training — 1626
- Service Man
- Data Centre Ops services
- EUC Ops Services
- Network Ops Services

1183, IBM, SAG, MSoft, Oracle

Framework Agreements

NO.	DESCRIPTION	EXPIRY DATES
1.	Microsoft	30-June-2027
2.	Dell	30-June-2025
3.	Cisco	30-June-2025
4.	IBM	28-Feb-2025
5.	Oracle	30-Nov-2023
6.	CA	31-Oct-2023
7.	Microfocus	28-Feb-2024
8.	Huawei	30-Nov-2024
9.	SUSE	12-Dec-2024
10.	Gartner	31-Dec-2025
11.	SAP	Expired
12.	ESRI	31-Dec-2023
13.	Software AG	31-Oct-2023

Transversal Contracts

NO.	CONTRACT NUMBER	DESCRIPTION	EXPIRY DATES	PLAN / NEXT STEPS
1.	RFB 740	Transversal contract for the provision of outright purchase for personal computers, mobile devices and services, outright purchase of computer peripherals, consumables and services for the Government Departments for a period of three (03) years.	05 May 2024	Refresh in progress
2.	RFB 2003	Transversal contract for the provision of Servers, Storage, related equipment, and Services for SITA and all government departments for a period of three (03) years.	Expired Month to month	The process of replacement contract has commenced -2022 October 22
3.	RFB1183	Appointment of a panel of Service Providers for the provision of IT Services and Skills for SITA and Government Departments for a period of three (03) years.	Expired Month to month	Evaluation for Replacement Contract is in progress. The new replacement contract will be in place on or before 31 March 2023
4.	RFB 2009	Reseller: Provision of Audio-visual Communications Technologies, Solutions and Services	Expired Month to month	Evaluations on new Tender concluded. Currently under Internal Audit Review. The new replacement contract expected to be in place on or before 31 March 2023

Thank You
Questions

"It always seems impossible until it is done."
-Nelson Mandela

SITA

Details on Transversals and FA’s

RFB 740	Computers and Peripherals				
Valid until	May 2024	Suppliers	OEM VARs only	Engagement	RFQ, from SITA

Scope of Goods and Services

1. **Supply, install, configure**
   a) Computers (Desktop)
   b) Computers (Laptops)
   c) Mobile Devices (Tablets)
   d) Printers – Single function, Multi-function
   e) Scanners
   f) Digital cameras
   g) Auto-ID and Biometric devices

2. **Services**
   a) Maintenance and support service

Examples

Desktop

Laptop

Tablet

Office Printer

Desktop Printer

Scanner

Digital Camera

Biometric Reader

Auto-ID/Barcode Scanner

RFB 2003-2014	Servers, storage, related equipment and services				
Valid until	Monthly	Suppliers	OEM VARs only	Engagement	RFQ, from SITA

Scope of Goods and Services

1. **Supply, install, configuration of**
   a) Servers (Tower, Rack, Blade) models
   b) Storage (Disk)
   c) Computer Cabinets
   d) Uninterruptable Power Supply (UPS)

2. **Services**
   a) Maintenance and support service
   b) Consulting, Planning and design service

Examples

Servers & Disk Storage (Rack-Mount)

Servers (Tower / Free Standing)

Cabinet

Storage (Hard Disk Drive)

UPS

RFB 1183-2014	Acquisition of IT services for Services and Skills				
Valid until	Monthly	Suppliers	OEM VARs only	Engagement	RFQ, from SITA

Scope of Goods and Services

1. ICT Services Category
   a) ICT Management Services
   b) Business Planning and Development
   c) Business Solutions Delivery Services
   d) Information Security Services
   e) Business Solution Implementation Services
   f) Applications Development Service
   g) ICT Services Support Management
   h) Data Centre Services
   i) Communication Network
   j) LAN and Desktop

Adobe Acrobat Document

Adobe Acrobat Document

Adobe Acrobat Document

Microsoft Excel Worksheet

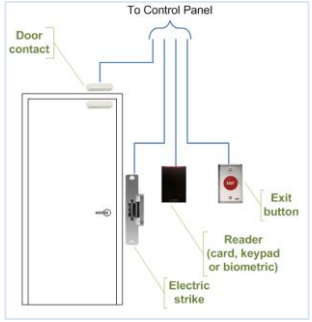
RFA 2306-2020	Supply, Installation And Configuration Of **Closed-Circuit Television And Access Control Systems** For The Government				
Valid until	2026-06-16	Suppliers	OEM VARS and PSIRA	Engagement	RFQ, from/through SITA

Scope of Goods and Services

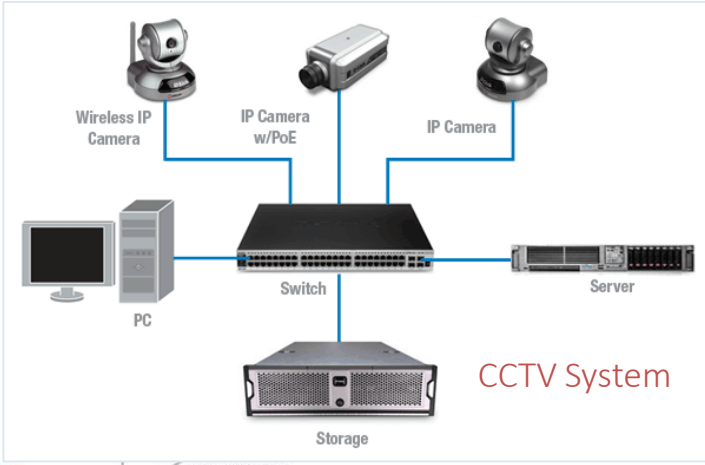
1. **Supply, installation, configuration, integration of voice solution.**
   a) Closed Circuit Television system: cameras, network, storage, and data centre infrastructure including cooling;
   b) Access Control System;
   c) Perimeter breach alarm systems;
   d) Autonomous power provision including uninterruptable power supply;

2. **Services**
   a) Training of system users;
   b) Maintenance and Support.

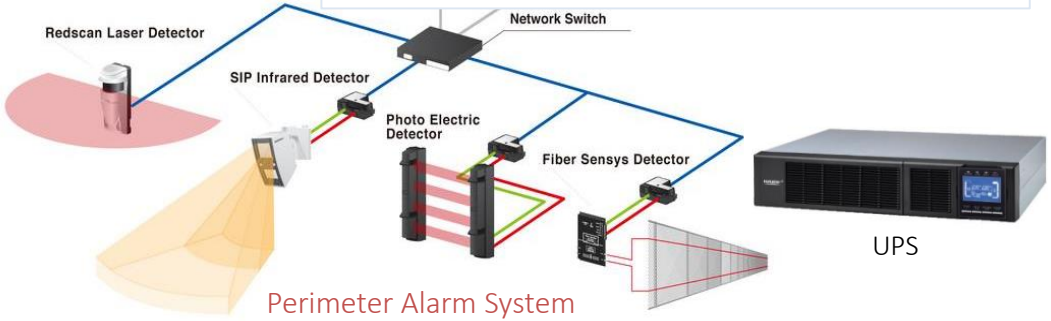
Examples



Access Control System



CCTV System



Perimeter Alarm System

Agenda

- Opening /Welcome/ SCM
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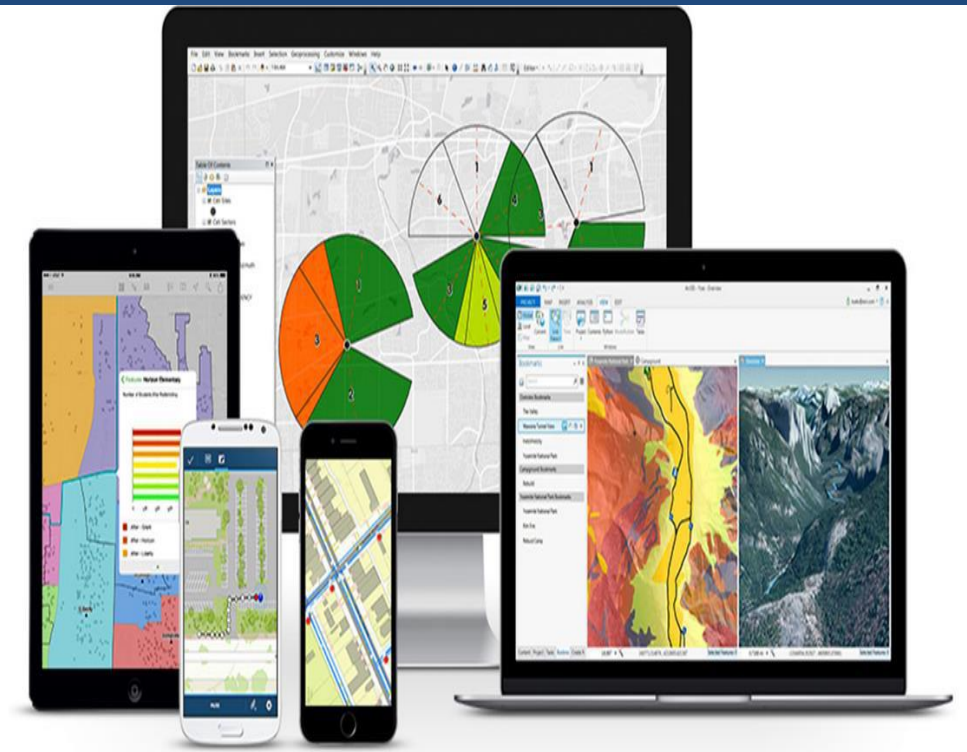
ESRI- FA	ESRI PRODUCT AND SERVICES OFFERING				
Valid until	2023-10-31	Suppliers	ESRI	Engagement	Directly

Products and Services

1. GIS and Mapping
   a) ArcGIS PRO
   b) ArcGIS Enterprise
   c) ArcGIS Developer
   d) ArcGIS Platform
2. GEO Enabled Products
   a) ArcGIS Business Analyst (Market intelligence)
   b) ArcGIS Excalibur (Imagery Exploitation)
   c) ArcGIS Hub (Community Engagements and Collaboration)
   d) ArcGIS Indoor (Smart Building management)
3. Capabilities
   a) Mapping
   b) Field Operations
   c) Spatial Analysis and Data Science
   d) Imagery and Remote Sensing
   e) Real Time Visualization and Analytics
   f) 3D - Visualization and Analytics
4. Location Analytics
   a) ArcGIS Insight (Self service location analytics)
   b) ArcGIS for Power BI (Take map visualization to the next level)
   c) ArcGIS for Office (Interactive Map in your spreadsheet & presentation)
   d) ArcGIS for SharePoint (Map and search Microsoft SharePoint content)

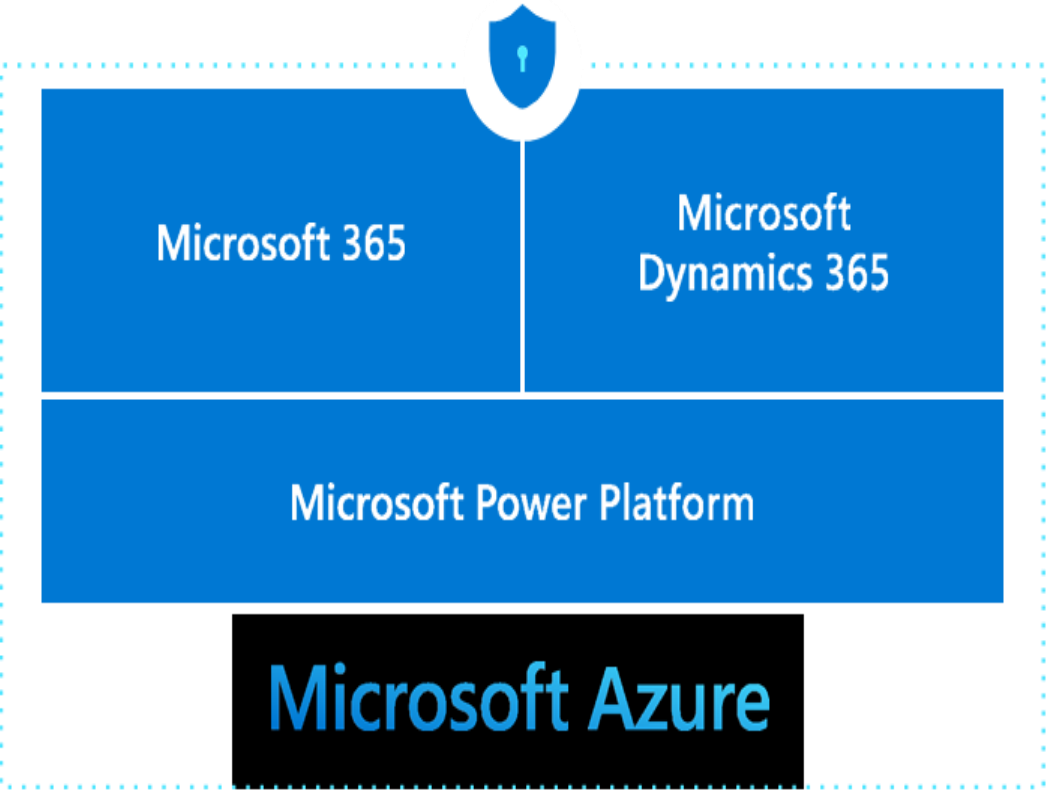
ESRI Examples



MICROSOFT - FA	MICROSOFT PRODUCTS AND SERVICES				
VALID UNTIL	2022-06-30	SUPPLIER	MICROSOFT	ENGAGEMENT	Eco-Partners

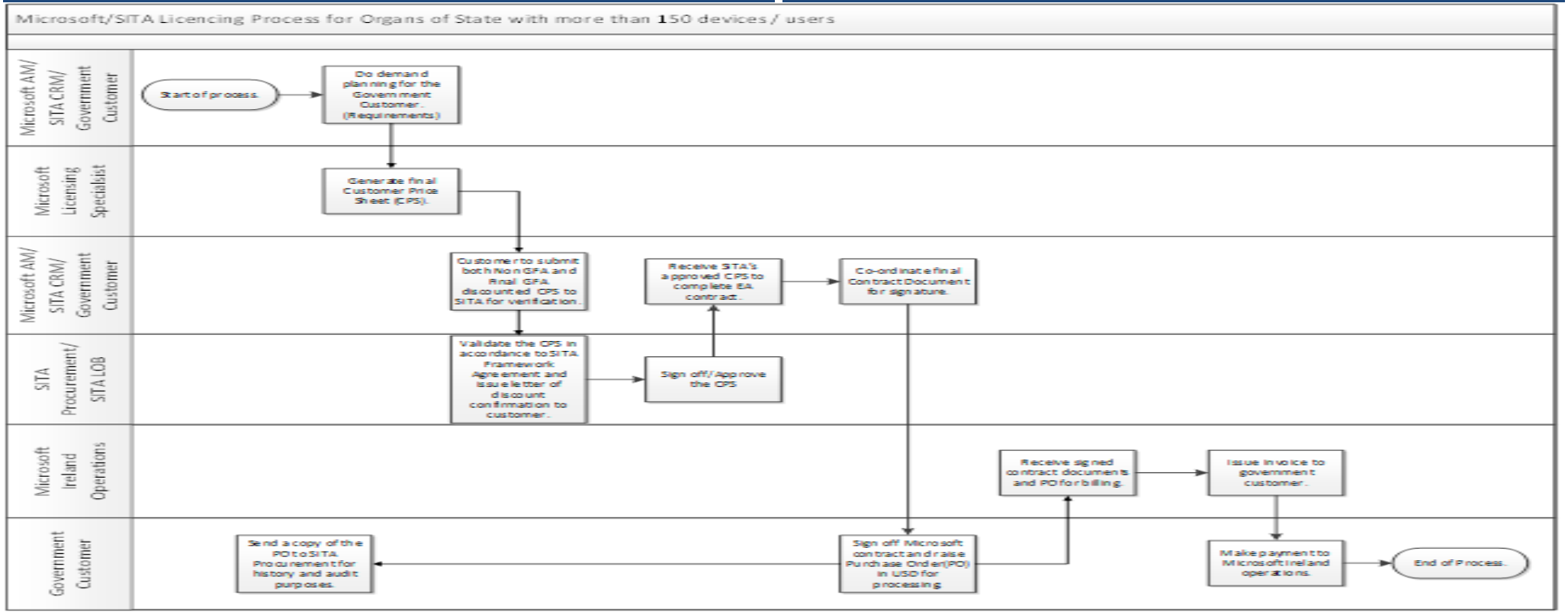
Scope of Goods and Services

1. **Desktop Platform Product**
   a) Desktop/Pro (Office Pro, Windows OS Upgrade and Std client access licenses)
   b) M365 E3 Add On or Ent subsuite (example EMS E3 Add-on)
   c) M365 E5 Add On or Ent subsuite (example EMS E5 Add-on)
   d) Desktop/Ent (Office Pro, Windows OS Upgrade and Ent client access licenses)
   e) M365 E3 Add On or Ent subsuite (example EMS E3 Add-on)
   f) M365 E5 Add On or Ent subsuite (example EMS E5 Add-on)
   g) Office 365 E5 Stepup from M365 E3
   h) System Integrator Partners
2. **"Additonal" Products**
   a) Microsoft 365 Firstline Worker licenses
   b) Other Desktop Applications (Example Visio online)
   c) Other Servers (Example: Windows CIS)
   d) M365 E5 (Security, Compliance,IP & DLP), Cloud App Sec
   e) Defender for Endpoint
   f) Power Apps Per User
   g) Power Apps Per App
   h) Phone System
   i) Advance Communications
3. **Azure (cloud computing service for application management - managed data centers)**
   a) Azure Prepayment - PayGo
   b) Azure Prepayment greater than $2million
4. **Training and Professional Servies**



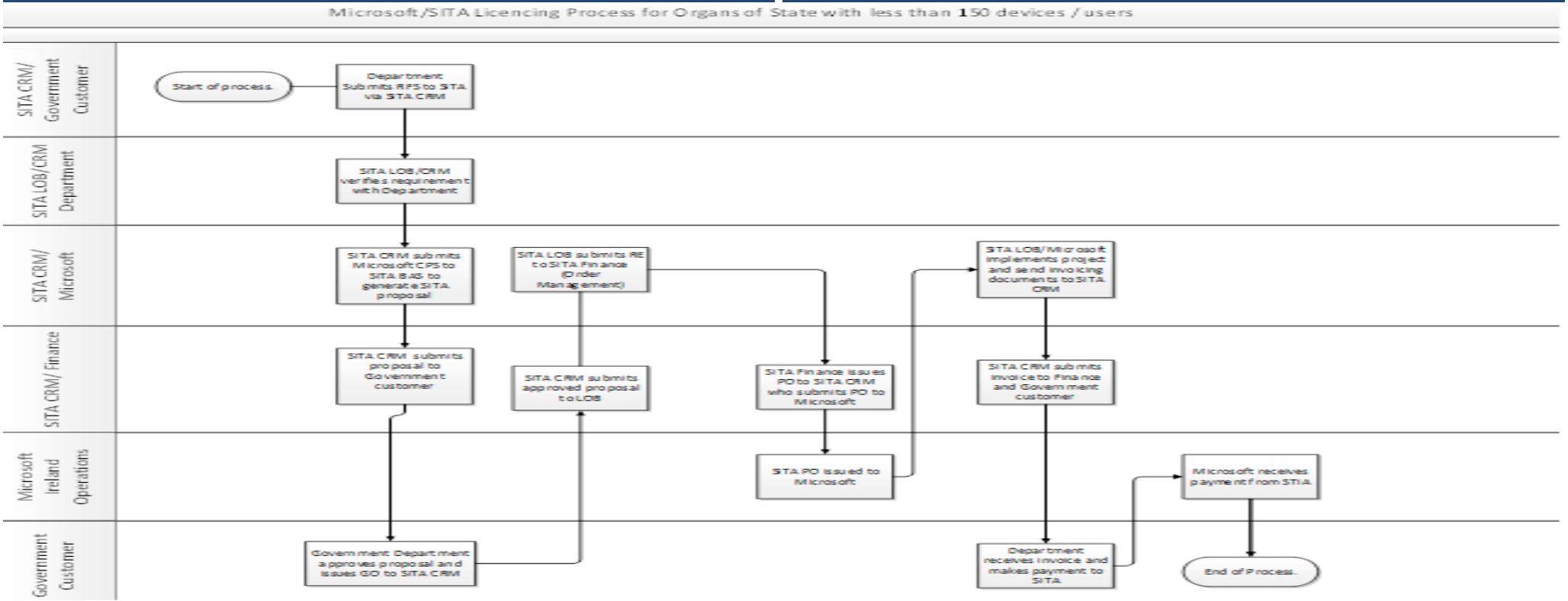
MICROSOFT - FA	MICROSOFT PRODUCTS AND SERVICES				
VALID UNTIL	2022-06-30	SUPPLIER	MICROSOFT	ENGAGEMENT	Less than 150 licenses

Scope of Goods and Services	Examples



MICROSOFT - FA	MICROSOFT PRODUCTS AND SERVICES				
VALID UNTIL	2027-06-30	SUPPLIER	MICROSOFT	ENGAGEMENT	More than 150 licenses

Scope of Goods and Services	Examples



IBM - FA	HYBRID CLOUD AND ARTIFICIAL INTELLIGENCE SOLUTIONS				
VALID UNTIL	2025-02-28	SUPPLIER	IBM	ENGAGEMENT	Directly or Eco-Partners

Scope of Goods and Services

1. Business Transformation and Hybrid Cloud Services
   a) Digital Transformation
   b) Application Modernizations
   c) Intelligent Workflow
   d) System Integrator Partners
2. Hybrid Cloud Software
   a) Automation
   b) Data and AI
   c) Intergration
   d) Networking
   e) Security
   f) Industry Capabilites
3. Hybrid Cloud Platform
   a) Development
   b) Security
   c) Operational Services
4. Infrastructure
   a) IBM Cloud
   b) IBM System Hardware
   c) Public Clouds (AWS, Azure, etc)
   d) Enterprise infrastructure
   e) Edge

Examples

HUAWEI - FA	HUAWEI PRODUCT FAMILY				
Valid until	2024-11-30	Suppliers	HUAWEI	Engagement	Huawei Distributors

Scope of Goods and Services

CATEGORY	SUB-CATEGORY	PRODUCT LINE
Network	Switch & WLAN & Access Router	LAN Switch
		Data Center Switch
		WLAN
		Enterprise Routing
	Network Management System	Network Management System
		Software Defined Network Controller
		Network Analysis Software
	Internet of Things	IoT System
	Gigabit-Capable Passive Optical Network	GPON Optical Line Terminal
	Gigabit-Capable Passive Optical Network	GPON Optical Network Terminal
		GPON Optical Network Unit
	Service Provider Router	Service Provider Routing
	Optical Transceiver	Optical Transceiver
	MicroWave Network	Radio Transmission Networking
	Network Security	Security

Examples

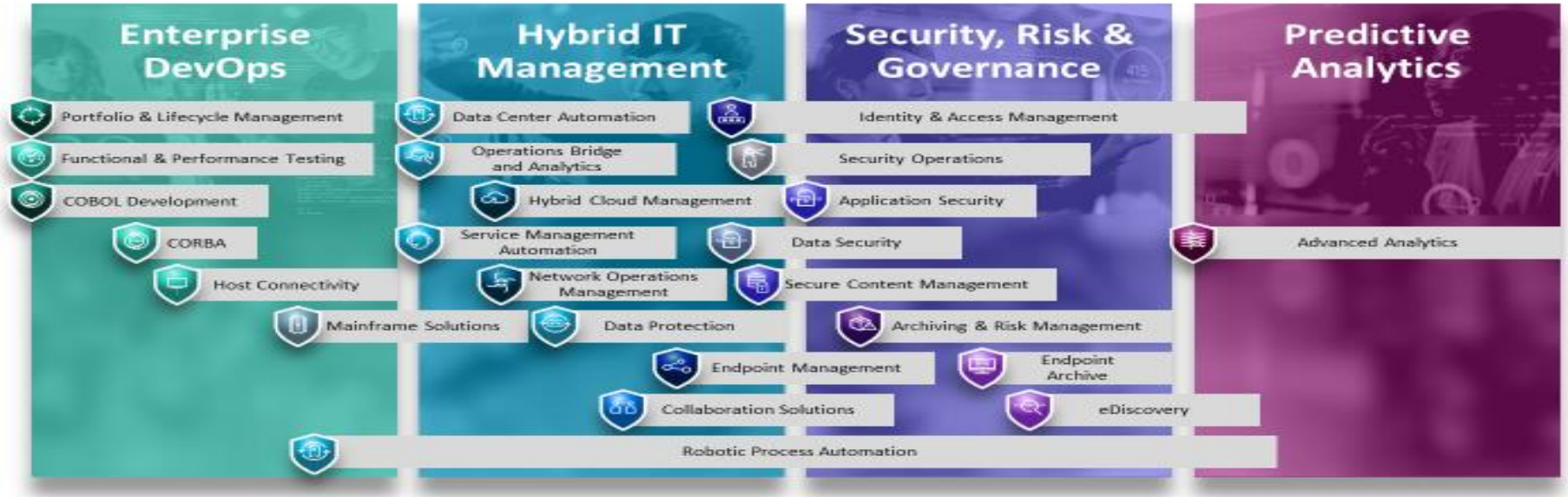
PRODUCTS
LAN Switch S series
Data Center Switch CE series
WLAN AC &AP Full Series
AR1000 series/2000 series/3000 series/6000 series/8000 series
eSight
Agile Controller-DCN/Agile Controller-Campus/eLog/CloudCampus/ Agile Controller1.0
Network Cloud Engine (NCE)
FabricInisght/CampusInsight
AR100 series/200 series/1000V series/500 series/600 series/IES
Optical Line Terminal MA5600/5800/EA5800
Optical Network Terminal EG8000/EN8000
OptiXstar B600/B800/P600/P800/T600/T800/S800/MA5621E
NetEngine NE series Service Router&Core Router
Optical Transceiver
RTN320/380/510/905//950/980/Xcellwave
Firewall USG series
Firehunter/Antiddos series
SecoManager/HiSec Insight

MICROFOCUS - FA	HYBRID CLOUD AND ARTIFICIAL INTELLIGENCE SOLUTIONS				
VALID UNTIL	2024-02-28	SUPPLIER	MICROFOCUS	ENGAGEMENT	Fulfillment Agency

Scope of Goods and Services

Examples

Portfolio Summary



GARTNER - FA	GARTNER SERVICES				
Valid until	2025-12-31	Suppliers	GARTNER	Engagement	Huawei Distributors

Scope of Goods and Services

Services

Executive Programs Leadership Team Plus

Executive Programs Leadership Team Plus. A Leader plus a minimum of 3 and a maximum of 10 additional members are required for this product option.

Gartner for IT Leadership Team

IT Leadership Team. A Leader plus a minimum of 3 and a maximum of 10 additional members are required for this product option.

Gartner for Technical Professionals

Gartner for Technical Professionals - not available standalone Purchasing prerequisite and/or eligibility requirements applies. Check with Sales representatives

Gartner for Technical Professionals Advisor Department
Gartner for Technical Professionals Advisor Team
Gartner for Technical Professionals Advisor Small & Midsize Business

Executive Programs Individual Member

Executive Programs Individual Portfolio

Gartner for IT Leaders Individual

IT End-User Professionals Stand Alone Services

Gartner for Finance Leaders Team

Gartner for Finance Leaders - A Leader plus a minimum of 3 and a maximum of 10 additional members are required for this product option.

Gartner for HR Leaders Team

Gartner for HR Leaders - A Leader plus a minimum of 3 and a maximum of 10 additional members are required for this product option.

Gartner for Finance Leaders Individual
Gartner for HR Leaders Individual

Gartner for Business Leaders Individual Portfolio

IT News and Insight Team

IT News and Insight up to 5 members

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GARTNER - FA	GARTNER SERVICES				
Valid until	2025-12-31	Suppliers	GARTNER	Engagement	Directly

Engagement Model

Framework Process Milestones – Subscription Renewals & New Business

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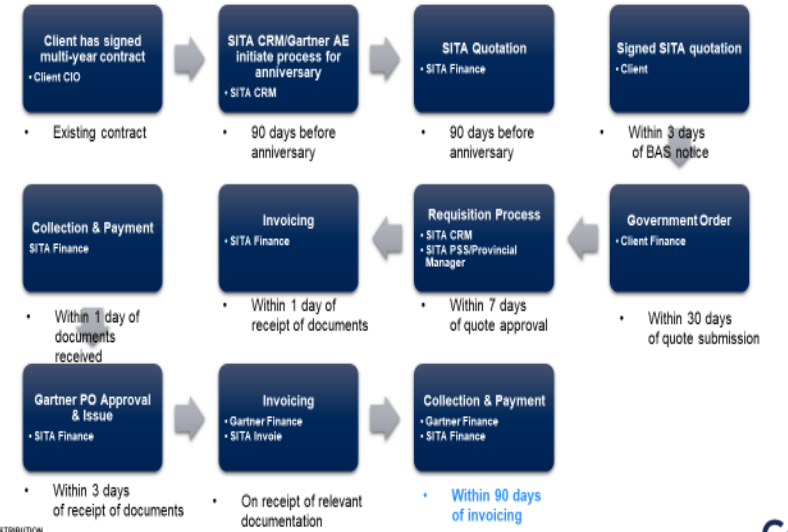
Engagement Model

Framework Process Milestones – Subscription Anniversary (Multi-year Subscription Contracts)



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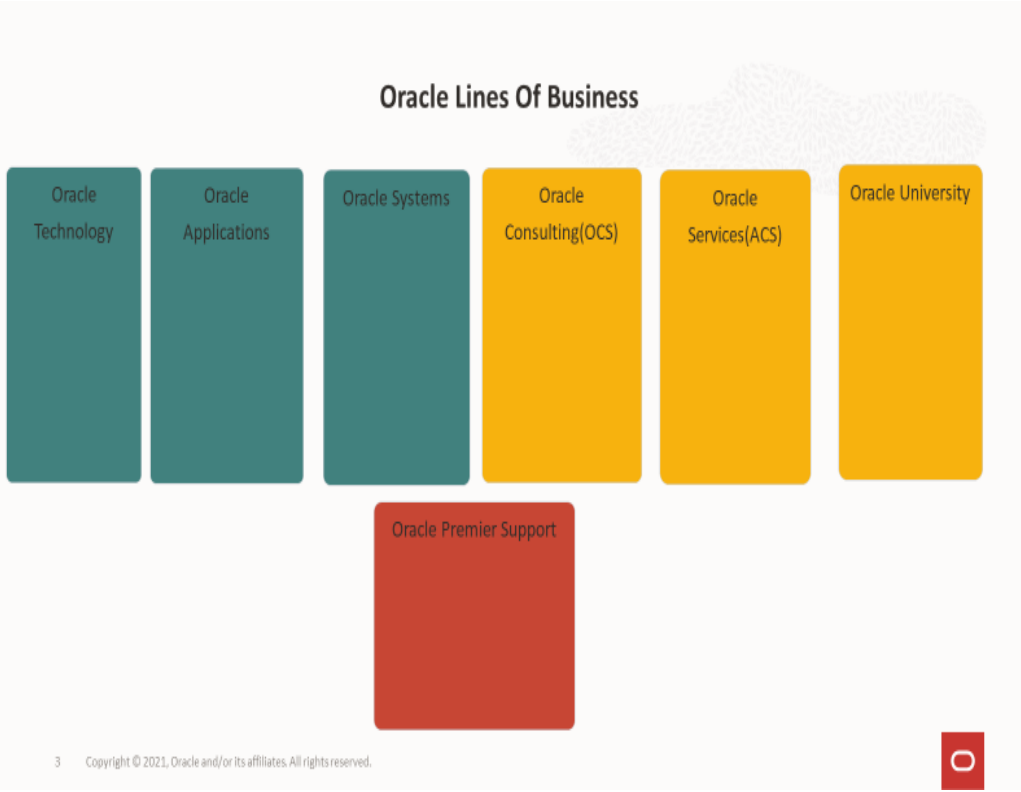
ORACLE - FA	ORACLE PRODUCT AND SERVICES OFFERING				
Valid until	2023-11-30	Suppliers	ORACLE	Engagement	Directly and SITA

Engagement Model

1. **Oracle Technology**
   a) Licenses
2. **Oracle Applications**
   a) Oracle CPQ
   b) Oracle Marketing Cloud
   c) Oracle Services Cloud
   d) Oracle Rightnow Cloud
   e) Oracle ERP, HCM and CX
   f) Oracle Data Management Platform
   g) Oracle Taleo Cloud Services
3. **Oracle Systems**
   a) Hardware Categories
4. **Oracle Services & Support**
   a) Oracle Premier Support
   b) Oracle Advance customer Service
   c) Oracle Consulting Services
5. **Oracle University**
   a) Oracle Cloud and On-Premises
   b) Oracle Services (Training Solutions & Certification)

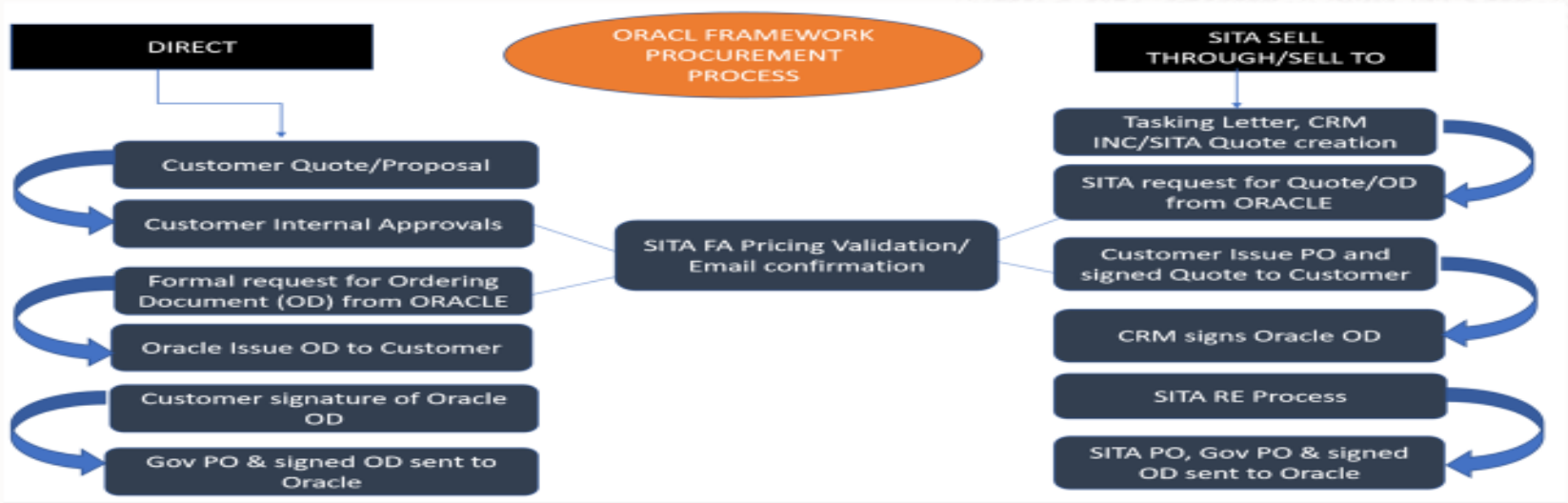
Engagement Model



ORACLE - FA	ORACLE PRODUCT AND SERVICES OFFERING				
Valid until	2023-11-30	Suppliers	ORACLE	Engagement	Directly and SITA

Engagement Model	Engagement Model

Engagement Model



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SOFTWARE AG - FA	SOFTWARE AG PRODUCT AND SERVICES OFFERING				
Valid until	2023-10-31	Suppliers	SOFTWARE AG	Engagement	Channel (Resellers)

Products and Services

1. APIs, Integration and Microservices
   a) Webmethods Platform
2. Business process transformation
   a) Business Design & Strategy
   b) Business Automation & Connectivity
   c) Process Mining & Analysis
   d) Risk & Compliance Management
   e) Rollout & Change Management
   f) ARIS BPA Software AG
3. IT Transformation
   a) Enterprise Architecture
   b) IT Portfolio Management
   c) Strategic IT Planning
   d) Alfabet Software AG
4. IoT and Analytics
   a) IoT Analytics
   b) IoT Application Development
   c) IoT Device Connectivity
   d) IoT Device Management
   e) IoT Edge Computing
   f) IoT Integration
   g) IoT for Industries
   h) Cumulocity IoT Software AG

CA SOUTHERN AFRICA - FA	CA SOUTHERN AFRICA PRODUCT AND SERVICES OFFERING				
Valid until	2023-10-31	Suppliers	CA SOUTHERN AFRICA	Engagement	Directly

Products and Services

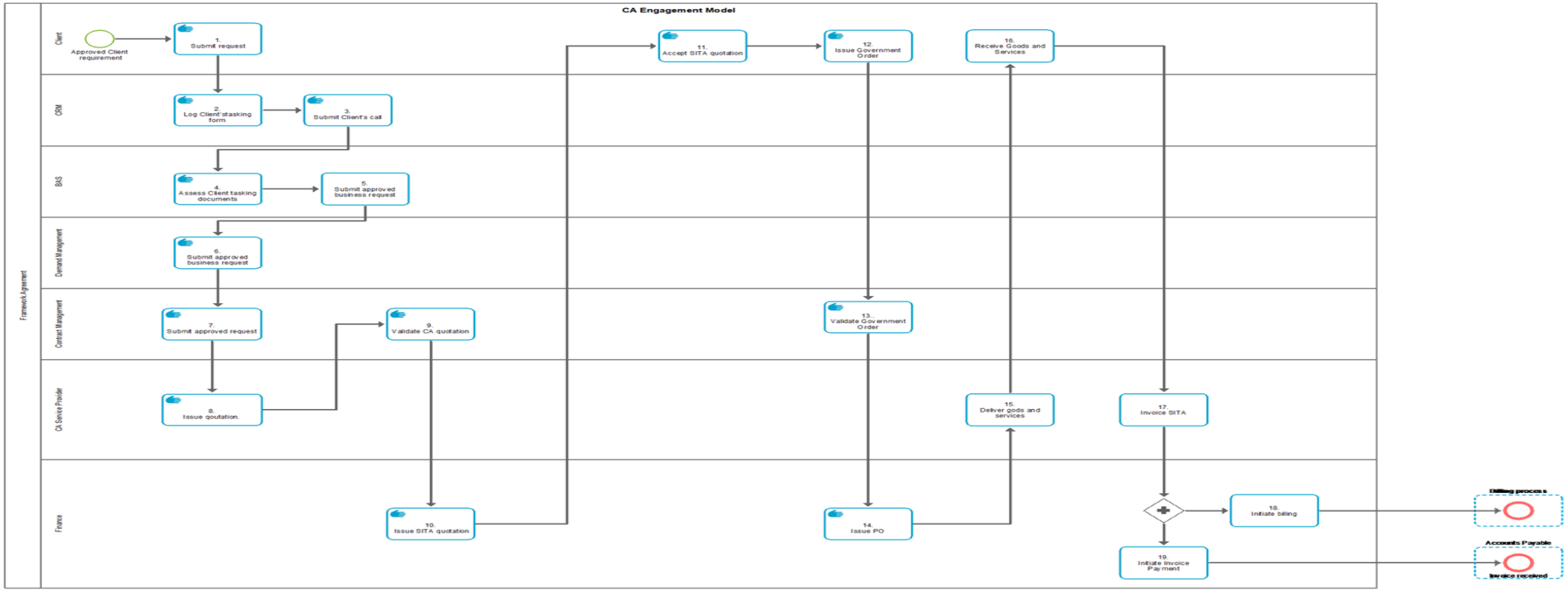
1. CA Security
   a) CA Identity Manager Bundle (automate accounts)
   b) CA Privileged Access Management (Minimise data breaches)
   c) CA Unified Infrastructure Manager (unify infras, appl & clouds)
   d) CA API Manager (Layer7)
2. CA Network, Server and Application Management
   a) CA Performance Management (real-time performance monitoring and machine-learning driven analytics)
   b) CA Network Flow Analysis (provides visibility into the composition of network traffic)
   c) CA Application Delivery Analysis Collector Software Only (solution across the application lifecycle)
3. CA Service Management
   a) CA IT Asset Manager (software help to deliver proven ROI & control IT spending)
   b) Software Asset Management: Aspera SmartTrack (CatalogPlus)
   c) CA PPM Restricted User (Speed up your digital transformation with CA Project and Portfolio Management)
4. CA Continuous Delivery and DevOps
   a) CA Service Virtualization for Performance (Simulates unavailable systems across the software development lifecycle)
   b) CA Test Data Manager (Address data privacy and compliance Issues)
   c) CA Release Automation (Releasing in a more agile fashion)

CA Southern Africa Structure

CA SOUTHERN AFRICA - FA	CA SOUTHERN AFRICA PRODUCT AND SERVICES OFFERING				
Valid until	2023-10-31	Suppliers	CA SOUTHERN AFRICA	Engagement	Directly

Engagement Model

Engagement Model



DELL- FA	DELL PRODUCT AND SERVICES OFFERING				
Valid until	2025-06-30	Suppliers	DELL	Engagement	DELL Resellers

Products and Services

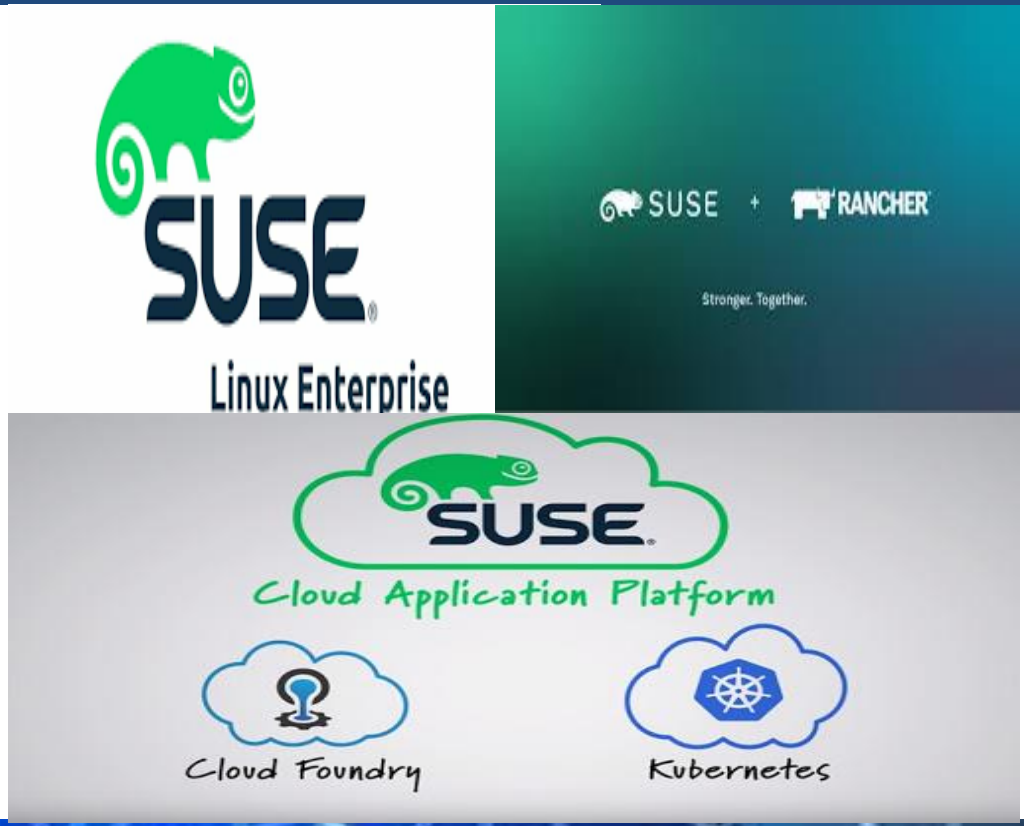
1. **Primary Storage and Area Networking**
   a) Connectrix Storage Area Networking
   b) PowerMax Storage
   c) VMAX Storage
   d) PowerVault Storage
2. **Data Protection Solution (Back up & Recovery)**
   a) Data Protection Suite, Data Protection Suite Plus
   b) PowerProtect Data Manager, PowerProtect Data Manage Plus
   c) PowerProtect Backup Service SaaS
   d) PowerProtect Backup Service End point
   e) PowerProtect Backup Service Hybrid Workload
3. **Unstructured Data Protection**
   a) Isilon
   b) PowerScale
   c) Elastic Cloud Storage (ECS)
4. **Data Centre Compute Solutions (Servers & DC Lan Switching)**
   a) PowerEdge : Mono / Dual/ Quad Socket CPU System
   b) Poweredge dell kits and peripherals
   c) PowerSwitch : N Series Networking
   d) PowerSwitch : S series, Z series and MX networking
5. **DELLEC MC Select Software**
   a) VMWare Products
6. **Professional Services and Training**

SUSE - FA	SUSE PRODUCT FAMILY				
Valid until	2024-12-12	Suppliers	SUSE	Engagement	

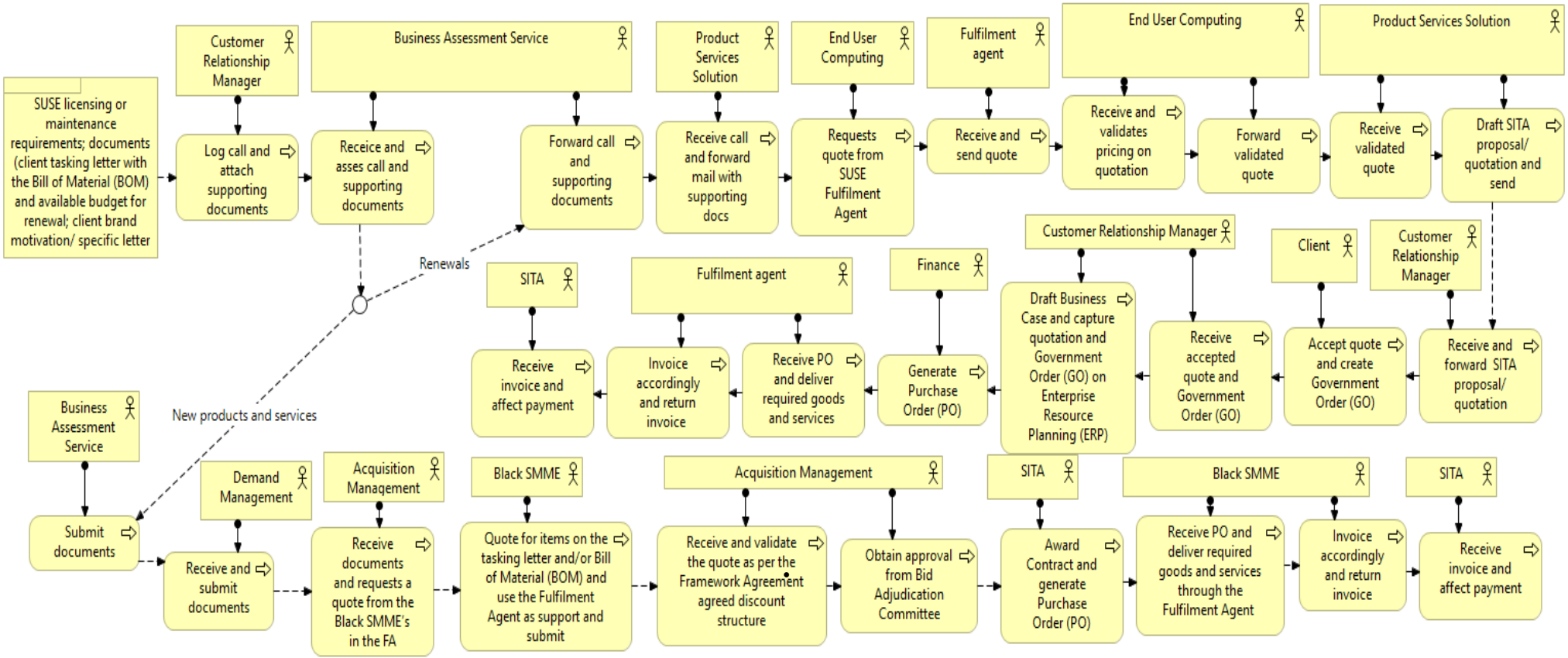
Scope of Goods and Services

1. Kubernetes
   a) Rancher (Catalog, Storage, Security, Governance)
   b) Datacenter
   c) Edge
   d) Block Storage
2. Linux
   a) Linux Enterprise (Operating System)
   b) SLE Desktop/POS
   c) SLEs for SAP Applications
   d) SLE micro
   e) SLE Server
   f) SLE for HPC
   g) SLE Extension
   h) SUSE Manager
3. Hybrid Cloud Infrastructure
   a) Development
   b) Datacentre
   c) Cloud
   d) Branch
   e) Edge

Examples



SUSE - SITA ENGAGEMENT MODEL



CISCO - FA	CISCO PRODUCTS AND SERVICES				
VALID UNTIL	2025-06-30	SUPPLIER	CISCO	ENGAGEMENT	Cisco resellers

Scope of Goods and Services

1. **Enterprise Networking:**
   a) Routing
   b) Switching
   c) Wireless
   d) Internet of Things – Switching

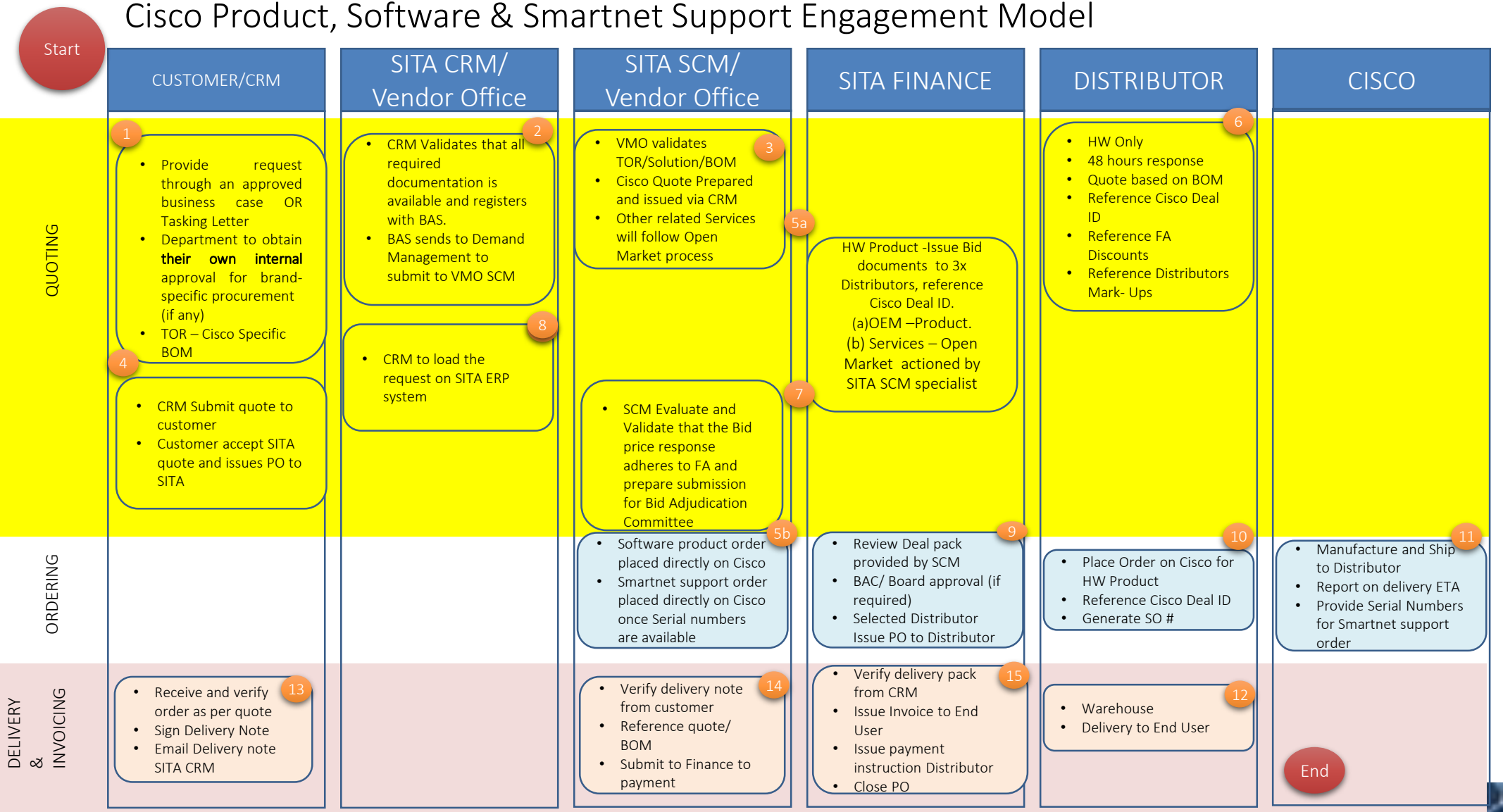
2. **Datacentre**
   a) Switching
   b) Compute

3. **Cyber Security**

4. **Collaboration Hardware**

5. **Service Provider Routing**

6. **Technical Support Service**
   a) Cisco Smartnet Maintenance
   b) Solution Support

7. **Collaboration Subscriptions**
   a) Meeting + Calling onsite
   b) Webex Device Cloud subscription
   c) Webex Device On Premises subscription

Cisco Product, Software & Smartnet Support Engagement Model