



To: Participants

AMENDMEND 19

PROTECTION OF PERSONAL INFORMATION

TRANSVERSAL CONTRACT RT15-2021 FOR THE SUPPLY AND DELIVERY OF MOBILE COMMUNICATION SERVICES TO THE STATE FOR THE PERIOD 01 APRIL 2021 TO 31 MARCH 2026

1. As per Annexure 4 to the RT15-2021 bid documents, bidders where required to partner with at least 51% back owned EME or QSE companies to provide administration services to the participant of the transversal contract. Administrative services of the transversal contract include amongst other service such the following:
 - 1.1. Day-to-day mobile account operations,
 - 1.2. Responsibility for all mobile users request within a Participant,
 - 1.3. Manage the Participants mobile base by having:
 - Correct user details (mobile user details and mobile offerings)
 - Correct allocation (voice minutes and SMS)
 - Management of contracts (lines) including the control of type of locking through a tool,
 - Verification of correct billing or invoice,
 - Management of invoice queries,
 - Logging and management of unresolved queries for Participants and others
 - 1.4. Address all queries between Participants and bidders,
 - 1.5. Manage new procurement of contracts (lines), upgrade request, insurance claims, warranty claims, Mobile Device repairs and more,
 - 1.6. Liaise with Participants on available stock on all Categories and/or out of stock,

- 1.7. Manage network issues (poor or very limited, or no network coverage in certain State areas of service delivery).

2. The role of the EME or QSE is to ensure participant receives the best support and service, therefore will be exposed to participants person information. Personal information is defined by Protection of Personal Information Act (POPIA) as any information that can be used to identify an individual. Examples include your identity number, account number, telephone number, email address, physical address and other unique identifiers. The Act is designed to protect personal information and deliver constitutional right to privacy and came into effect on 1 July 2021.

3. In compliance with the POPIA all EME's or QSE's that are partnering with any service provider on RT15-2021 are not allowed to share any personal information provided to them by the participants. Therefore, failure to comply to the Act will result in legal action.

Yours faithfully



MANTHEPENG TSHINAVHA

DIRECTOR: TRANSVERSAL CONTRACT

OFFICE OF THE CHIEF PROCUREMENT OFFICER

DATE: 4 - April - 2023
