

## **Amendments to Section 17 of the ToR**

### **17. MODUS OPERANDI**

- 17.1 Oversight of the project will be conducted by the Project Steering Committee which shall at least comprise of:
  - 17.1.1 The Director-General (his or her nominees) as Chairperson
  - 17.1.2 The Chief Financial Officer (his or her nominees)
  - 17.1.3 The Business Process Improvement (Turnaround) Unit Head, and
  - 17.1.4 Nominated senior representatives of the service provider
- 17.2 The Department and the service provider will agree to the Terms of Reference and operating procedures of the Project Steering Committee.
- 17.3 The NDPW reserves the right to terminate the contract in the event that there is clear evidence of non-performance with no indication of remedies by the service provider within reasonable timeframes.
- 17.4 The project shall be regulated by a Service Level Agreement ("**SLA**") to be concluded between the NDPW and the successful bidder.