



Private Bag X759, PRETORIA, 0001, ZK Matthews Building, 70 Meintjes Street, Sunnyside, PRETORIA
Tel: +27 12 441 6000, Fax: +27 12 441 6030

GRACOL SOLUTIONS (PTY) LTD

Company Registration number: 2016/151780/07

Company CSD Number: MAAA0138654

Address:

5 Park Lane

Mayfair on the Lake

UMHLANGA

4321

Email: sibahle@gracolsolutions.co.za

Contact: +27 82 792 7121 / +27 31 942 3262

Dear Ms Nonhlanhla Ndovela

RE: NSG/BID/07/2025/2026: PROVISIONING, CONFIGURATION, MANAGEMENT, SUPPORT AND MAINTENANCE OF A SMART GOVERNMENT SYSTEM (SMARTGOV), FOR THE NATIONAL SCHOOL OF GOVERNMENT (NSG) FOR A PERIOD OF FOUR YEARS.

Dear Ms Ndovela,

The National School of Government (NSG) refers to your submission in response to Request for Proposal (RFP) NSG/BID/07/2025/2026, inviting bids for the appointment of service provider for the provisioning, management, support, and maintenance of a SMART Government System (SMARTGOV) for the NSG, for a period of four (4) years.

We are pleased to inform you that **Gracol Solutions (Pty) Ltd**, Company Registration Number 2016/151780/07 and CSD Registration Number MAAA0138654, has been successful in its application. Accordingly, you are hereby appointed as the preferred service provider under the above-mentioned bid. This appointment is subject to the signing and return of the attached SBD 7.2 within ten (10) working days of receipt of this appointment letter.

Upon your confirmation of acceptance of this appointment, you may expect further communication from Mr J George, Director: Information and Communication Technology (ICT) at the NSG, who will provide guidance on subsequent processes.

We take this opportunity to congratulate you on your successful appointment and look forward to your contribution in supporting the mandate of the National School of Government. We anticipate a productive and mutually beneficial working relationship over the duration of this engagement.

Yours faithfully,

Ms. P Mkwanazi

ACTING PRINCIPAL: NATIONAL SCHOOL OF GOVERNMENT

DATE: 29 June 2026

GRACOL SOLUTIONS (PTY) LTD
CSD: MAAA0138654, COMPANY REGISTRATION: 2016/151780/07

NSG/BID/07/2025/2026

CONTRACT FORM - RENDERING OF SERVICES

NSG/BID/07/2025/2026: PROVISIONING, CONFIGURATION, MANAGEMENT, SUPPORT AND MAINTENANCE OF A SMART GOVERNMENT SYSTEM (SMARTGOV), FOR THE NATIONAL SCHOOL OF GOVERNMENT (NSG), FOR A PERIOD OF FOUR (4) YEARS.

THIS FORM MUST BE FILLED IN DUPLICATE BY BOTH THE SERVICE PROVIDER (PART 1) AND THE PURCHASER (PART 2). BOTH FORMS MUST BE SIGNED IN THE ORIGINAL SO THAT THE SERVICE PROVIDER AND THE PURCHASER WOULD BE IN POSSESSION OF ORIGINALLY SIGNED CONTRACTS FOR THEIR RESPECTIVE RECORDS.

PART 1 (TO BE FILLED IN BY THE SERVICE PROVIDER)

1. I hereby undertake to render services described in the attached bidding documents to the National School of Government in accordance with the requirements and task directives / proposals specifications stipulated in Bid Number NSG/BID/07/2025/2026 at the price/s quoted. My offer/s remains binding upon me and open for acceptance by the Purchaser during the validity period indicated and calculated from the closing date of the bid.
2. The following documents shall be deemed to form and be read and construed as part of this agreement:
 - (i) Bidding documents,
 - Invitation to bid;
 - Filled in task directive/proposal;
 - Preference claims for Broad Based Black Economic Empowerment Status Level of Contribution in terms of the Preferential Procurement Regulations 2022;
 - Declaration of interest;
 - Special Conditions of Contract;
 - (ii) General Conditions of Contract; and
 - (iii) Other e.g. Business Agreement; CSD Report, CIPC document
3. I confirm that I have satisfied myself as to the correctness and validity of my bid; that the price(s) and rate(s) quoted cover all the services specified in the bidding documents; that the price(s) and rate(s) cover all my obligations and I accept that any mistakes regarding price(s) and rate(s) and calculations will be at my own risk.
4. I accept full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on me under this agreement as the principal liable for the due fulfillment of this contract.
5. I declare that I have no participation in any collusive practices with any bidder or any other person regarding this or any other bid.
6. I confirm that I am duly authorised to sign this contract.

NAME (PRINT)

CAPACITY

SIGNATURE

NAME OF FIRM

DATE

WITNESSES

1

2

DATE:

GRACOL SOLUTIONS (PTY) LTD
CSD: MAAA0138654, COMPANY REGISTRATION: 2016/151780/07

NSG/BID/07/2025/2026

CONTRACT FORM - RENDERING OF SERVICES

NSG/BID/07/2025/2026: PROVISIONING, CONFIGURATION, MANAGEMENT, SUPPORT AND MAINTENANCE OF A SMART GOVERNMENT SYSTEM (SMARTGOV), FOR THE NATIONAL SCHOOL OF GOVERNMENT (NSG), FOR A PERIOD OF FOUR (4) YEARS.

CONTRACT FORM - RENDERING OF SERVICES

PART 2 (TO BE FILLED IN BY THE PURCHASER)

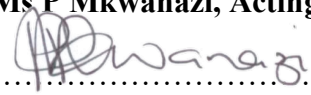
1. I, in my capacity as the Acting Principal, accept your bid under reference number NSG/BID/07/2025/2026 dated 31 October 2025 for the rendering of services indicated hereunder and/or further specified in the annexure(s).
2. I undertake to make payment for the services rendered in accordance with the terms and conditions of the contract, within 30 (thirty) days after receipt of an invoice.

DESCRIPTION OF SERVICE	PRICE (ALL APPLICABLE TAXES INCLUDED)	COMPLETION DATE	B-BBEE STATUS LEVEL OF CONTRIBUTION	MINIMUM THRESHOLD FOR LOCAL PRODUCTION AND CONTENT (if applicable)
NSG/BID/07/2025/2026: PROVISIONING, CONFIGURATION, MANAGEMENT, SUPPORT AND MAINTENANCE OF A SMART GOVERNMENT SYSTEM (SMARTGOV), FOR THE NATIONAL SCHOOL OF GOVERNMENT (NSG), FOR A PERIOD OF FOUR (4) YEARS. Duration of contract – four (4) years	R32,749,991.22 As per attached: • Service Level Agreement	Contract from 01 August 2026 to 31 July 2030	N/A	N/A

4. I confirm that I am duly authorised to sign this contract.

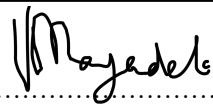
SIGNED AT PRETORIA ON ...29 JUNE 2026.....

NAME (PRINT) **Ms P Mkwanazi, Acting Principal of the NSG**

SIGNATURE 

OFFICIAL STAMP



WITNESSES	
1	
2	