



FINANCIAL RESPONSE AND SERVICE SCHEDULE

Managed Support – Bucket of Hours

PREPARED FOR
Sylvania Metals PTY Ltd.



CONTACT PERSON
Ronel Bosman

ronel@sylvania.co.za

PREPARED ON 23 February 2026



**4SIGHT
SYSTEMS**

4Sight @ Centurion
1001 Clifton Avenue
Lyttelton Manor
0157

Tel: (+27) 012 640 2600
Email: sales@4sight.cloud
Web: www.4sight.cloud

1. EXECUTIVE SUMMARY

Thank you for your interest in 4Sight’s Managed Support Services for Sylvania SA.

This engagement provides a flexible, bucket-of-hours support model, enabling Sylvania to issue a single annual PO and receive consistent, high-quality support each month.

Our approach ensures business continuity, with the ability to reallocate unused hours to mini projects or adjust the agreement as business needs evolve.

This proposal outlines the scope, objectives, and investment for a 12-month support partnership, with a focus on transparency, adaptability, and value.

The following table presents some important information pertaining to delivery that may have an impact on the project and its deliverables.

Software included	Yes No
Software license type	Perpetual Perpetual with enforced ALF Subscription
User license type	Named Concurrent
Deployment	On premise Online / Cloud Hybrid
Software terms	Perpetual (upfront payment) Subscription (upfront payment) Subscription (with payment plan)
Service terms	Payment in advance (project initiation) Time and material (30 days from invoice) Payment schedule (on receipt of invoice)
Service Level Agreement included	Yes No
Other costs	Please refer to the table of disbursements below

Project Overview

- **Objectives:**
 - Ensure ongoing operational support for Sylvania’s IT environment
 - Provide a predictable, budgeted support cost for the year
 - Enable flexibility for mini projects within the support bucket
 - Facilitate business continuity and rapid response to issues
 - Allow for annual adjustment based on actual support usage

Approach: Our team will deliver remote and on-site support (as required) under a managed services agreement. Support requests will be logged and tracked, with monthly usage reports provided.

Unused hours can be allocated to mini projects or carried forward, and any overages will be managed through a formal change process and new PO if required.

Timeline: 12 months (March 2026 – Feb 2027), with monthly support and annual review/adjustment.

2. CHARGES AND FEES

All monetary values referenced in this document are expressed in South African Rands (ZAR).

a. Services Fees

Service	Rate	Hours	Investment
Managed Support Services			
Monthly Support (Bucket of Hours) Provision of up to 5 hours of support per month, including remote troubleshooting, user assistance, and minor change requests.	R1,350	60	R81,000
Mini Project Allocation Unused support hours can be allocated to small projects or enhancements as agreed.	Included	As needed	Included
Annual Review & Adjustment Annual review of support usage and adjustment of hours/PO for the following year.	Included	1	Included
Change Request Management Formal process for managing overages and additional requirements.	Included	As needed	Included
Estimated Professional Services (Excl. VAT)			R81,000

3. SCOPE OF WORK

Deliverables

- Monthly support (up to 5 hours per month)
- Monthly usage and optimization reports
- Completion of agreed mini projects (as hours allow)
- Annual review and adjustment recommendations
- Change request documentation (if required)

Sign-Off Criteria

- All support requests resolved as per agreed SLAs
- Mini projects completed and signed off by Sylvania
- Annual review conducted and adjustments agreed

Service Assumptions & Exclusions

Assumptions:

- Customer will provide required access and information for support

- All support is remote unless otherwise agreed
- Stakeholder availability for reviews and sign-off
- Annual PO issued for the full engagement period
- Unused hours can be rolled into mini projects

Exclusions:

- Major projects or implementations outside the agreed support bucket
- Third-party software or hardware support not covered by this agreement
- On-site support unless specifically requested and agreed
- Licensing costs (if any) are quoted separately
- Any work outside the 5 hours/month without a formal change request

Important Considerations

- Engagement is designed for flexibility and annual adjustment
- Unused hours can be reallocated to mini projects
- Overages will be managed through a formal change process and new PO
- All pricing excludes VAT
- Proposal is valid for 30 days from date of issue

4. PRICING ASSUMPTIONS

a. User counts and software licensing

- i. The proposed schedule of software and the estimated User counts are suggested for the solution and are based on our understanding and available information.
- ii. It may be determined that additional Users may be required during subsequent sessions with the Customer. Variations to available information may directly impact the licensing and user counts which will impact the pricing schedule.
- iii. The software vendor license agreement will be applicable.
- iv. When the business partner registered with the software vendor does not correspond with 4Sight, the software vendor may prohibit the provision of products or services. In such situations, 4Sight will be happy to assist the Customer in changing the preferred business partner on record to reflect 4Sight.

b. Fees paid

- i. Fees paid, if applicable, are calculated at the rate prescribed by the software vendor.
- ii. If fees are not paid, the Customer and 4Sight may not receive the necessary support from the vendor with older / outdated software versions.

c. General service pricing and delivery

- i. The assumptions made in preparing this proposal are listed below. Variations to these assumptions may directly impact the proposed pricing schedule and the ability to deliver the services within the target time ranges.
- ii. Microsoft Teams (Virtual Meetings) will be used for (if quoted for):
 - Design sessions
 - Software installation
 - Training of trainers
 - User Acceptance Testing (UAT)
 - Go-live assistance
- iii. Remote access to the 4Sight project team will be provided via email.
- iv. It is assumed that users are computer literate and understand computer fundamentals.

d. Process confirmation, gap analysis and design

Requirements not identified or defined will not be accommodated within the scope of the agreement. These additional requirements will be documented for prioritisation to be analysed, scoped and costed separately as additional, or subsequent, phases of the project.

a. Adoption and Change Management (ACM)

- i. None quoted for

b. Project Management

- i. None quoted for

c. Disbursements

- i. Disbursements may be contained where the Customer provides transportation, accommodation, communication and subsistence.
- ii. A standard charge may be mutually agreed per trip.

Travel	Travel by private transport (R 5.85 or \$ 0.85 per km) Travel by public transport (flights, taxis or transfers is for Customer account or recovered by 4Sight with a 10% administrative fee
Travel time	50% of consultant hourly rate
Travel insurance	for Customer account or recovered by 4Sight with a 10% administrative fee
Accommodation	for Customer account or recovered by 4Sight with a 10% administrative fee
Subsistence	for Customer account or recovered by 4Sight with a 10% administrative fee
Out-of-town expenses	a daily rate of R 250 or \$ 25 shall be paid directly to the consultant or recovered by 4Sight with a 10% administrative fee
Communication expenses	for Customer account or recovered by 4Sight with a 10% administrative fee
Other expenses	for Customer account or recovered by 4Sight with a 10% administrative fee

d. Other

- i. **Rate of exchange and ownership**

- 4Sight reserves the right to adjust the proposal pricing if the Rand-Dollar exchange rate as published by the South African Reserve Bank on the date of delivery differs by more than 5% (five percent) from the exchange rate as at the date of this proposal when US Dollars have been quoted. Any such increase in pricing will not exceed the increase effected by this change in the rate.

5. APPENDIX

- Please refer to addendums attached
 - Master General Terms and Conditions - 4Sight Systems (June 2025)

6. SUPPORT

You can request support through our support desk, with scope individually.

a. Examples of Support:

- **Break/Fix Support**
- **User Assistance**
- **Configuration Corrections**
- **Incident Response**



7. ACCEPTANCE

By signing this proposal, the Customer hereby acknowledges and affirms that they have reviewed and accept 4Sight's General Terms and Conditions for Services and Products ("Terms"). The Customer's signature shall constitute an unequivocal acceptance of the Terms, which are incorporated herein by reference and shall become binding upon the Customer from the date of such signature."

For: **4Sight Systems (Pty) Ltd**

2026/02/23

Accepted at: Centurion

Date: _____

Eugene Cronje
Cluster Signature

Eugene Cronje
Divisional Director: Intelligent Automation

For: **Sylvania Metals PTY Ltd.**

For Choosing the solution: **Managed Support – Bucket of Hours**

Accepted at: _____

Date: _____

Signature

Signature

Name:

Witness:

Designation:

Designation:

