GTAC
GOVERNMENT TECHNICAL ADVISORY CENTRE

TERMS OF REFERENCE

Provision of an Event Application for the 2027 Jobs Fund Partner Learning Forum

Programme Identification

Name of Client	The Jobs Fund
Project Reference Number	PN558
Name of Project	Provision of an Event Application for the 2027 Jobs Fund Partner Learning Forum
Contracting Authority	Government Technical Advisory Centre (GTAC), National Treasury
Accountable Officer and Budget Manager	Ms. Najwah Allie-Edries
Project Purpose	Provision of a secure event application for the 2027 Jobs Fund Partner Learning Forum, including the configuration, hosting and support of the platform for approximately 150 to 200 delegates before, during and after the event. The application will facilitate delegate engagement, access to event information and effective event management.

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1. BACKGROUND INFORMATION

1.1 The Jobs Fund

The President announced the Jobs Fund during the State of the Nation Address on 10 February 2011. The Jobs Fund co-finances innovative public- and private-sector initiatives that contribute significantly to sustainable job creation and inclusive growth. It operates on challenge-fund principles and acts as a catalyst for innovation, investment and new ways of working in the labour market.

The Jobs Fund complements government's broader employment efforts by supporting effective labour-market interventions and job-creation projects. Its portfolio spans enterprise development, support for work seekers, infrastructure and institutional capacity building.

As of 01 October 2014, the Jobs Fund is administered by the Government Technical Advisory Centre (GTAC) in the National Treasury.

1.2 The 2027 Jobs Fund Partner Learning Forum

The Jobs Fund will host the 2027 Partner Learning Forum as a physical event in the Fourways area of Johannesburg on Monday, 1 February 2027 and Tuesday, 2 February 2027. Approximately 150 to 200 current and post-implementation Jobs Fund Partners, policymakers, funders, corporates, development institutions, researchers and other stakeholders are expected to attend.

The Forum theme is "Ubuntu in Action: Learning Together, Creating Jobs at Scale", supported by the message "Shared Knowledge. Stronger Partnerships. More Jobs". The theme recognises that sustainable job creation depends on coordinated action among government, business, funders, implementing partners and communities.

The programme will combine evidence-led plenary discussions, applied masterclasses, participant impact stories, networking and Partner Recognition Awards. Day 1 will be run as a full-day programme followed by networking. Day 2 will conclude after lunch. The attendance is an in person event; livestreaming and hybrid participation fall outside the current scope.

1.3 Need for an Event Application

A single digital platform is required to support delegate registration, programme information, event communications, networking, engagement and reporting. The application must be accessible through web and mobile interfaces and must work on Android and iOS devices.

The service provider must configure the platform, migrate or capture approved content, facilitate user acceptance testing, conduct training of selected Jobs Fund staff, provide

technical support for the event (in person) and protect delegate information in accordance with applicable data-protection requirements.

2. PURPOSE

The purpose of these Terms of Reference is to appoint one (1) service provider to provide and support a secure event application for the two-day Jobs Fund Partner Learning Forum. The appointed service provider will be responsible for configuring, hosting and maintaining the platform for approximately 150 to 200 delegates, enabling event registration, dissemination of programme and speaker information, delegate engagement, notifications and access to conference resources. Through the provision of these services, the Jobs Fund aims to enhance delegate experience, improve event coordination and communication, and support effective stakeholder engagement and knowledge-sharing before, during and after the event.

3. OBJECTIVES OF THE SERVICES TO BE PROVIDED

3.1 Objectives

The Terms of Reference for the service provider consist of six (6) service components namely:

i. Registration and Delegate Management;

ii. Event Information and Programme Management;

iii. Delegate Engagement and Communications;

iv. Analytics, Reporting, Support and Data Protection;

v. Planning and Consultation; and

vi. Technical Support.

The six service components are discussed in further detail below.

3.1.1 Registration and Delegate Management

The Jobs Fund requires a secure and user-friendly platform to facilitate the efficient registration and management of delegates attending the Partner Learning Forum.

Registration and delegate management services will include, but not be limited to, the following:

i. Providing a web-based and mobile-accessible event application compatible with Android and iOS devices;

ii. Facilitating online delegate registration and secure user login functionality;

iii. Enabling delegate profile creation and management;

iv. Implementing attendee access controls and user permissions; and

v. Maintaining an accurate and secure database of registered delegates.

3.1.2 Event Information and Programme Management

The event application will serve as the primary platform for the dissemination of event information and programme content.

Event information and programme management services will include, but not be limited to, the following:

i. Providing an interactive event agenda and programme schedule;

ii. Hosting speaker profiles, session information, venue details, maps and logistical information;

iii. Enabling real-time programme updates and event announcements;

iv. Providing designated Jobs Fund administrators with appropriate access rights and training to manage and update approved content and programme information promptly, including during the event;

v. Ensuring delegates have easy access to all approved event information before and during the event; and

vi. The application must be accessible without internet access. Connectivity and bandwidth requirements for real-time use must be identified during planning in accordance with section 7.6.

3.1.3 Delegate Engagement and Communications

The event application should enhance delegate participation, interaction and communication throughout the Forum.

Delegate engagement and communication services will include, but not be limited to, the following:

i. Providing an attendee directory and networking functionality;

ii. Enabling delegate-to-delegate in app messaging and interaction features;

iii. Supporting gamification functionality to encourage delegate participation and networking;

iv. Providing session reminders, start and end notifications, and other event alerts;

v. Facilitating live polls, surveys and feedback mechanisms; and

vi. Providing a document repository for presentations, event materials and other approved content, together with push notifications and communications before, during and after the event.

3.1.4 Analytics, Reporting, Support and Data Protection

The event application must be supported by robust reporting, technical support and data protection measures to ensure a secure and reliable user experience.

Analytics, reporting, support and data protection services will include, but not be limited to, the following:

i. Providing analytics and reporting on registrations, attendance, delegate engagement and content utilisation;

ii. Configuring, testing (User acceptance testing) and deploying the platform prior to the event;

iii. Training designated GTAC administrators on the use and management of the application;

iv. Providing technical support before and during the event;

v. Demonstrating POPIA-aligned management of delegate information, including secure authentication and access controls;

vi. Enabling users to manage their privacy and communication preferences; and

vii. Maintaining appropriate backup, recovery and incident-management arrangements to ensure the integrity and availability of event data.

3.1.5 Planning and Consultation

The service provider will plan and consult with the Jobs Fund to ensure that the event application is delivered in line with the Jobs Fund's requirements and timelines.

Planning and consultation services will include, but not be limited to, the following:

i. Holding project initiation and requirements consultation sessions with the Jobs Fund (Director: Grant Management System and designated officials);
ii. Preparing and maintaining the project plan and schedule of effort, aligned to the Instructions to Perform Work (IPWs);
iii. Agreeing content, branding, approval and sign-off timelines with the Jobs Fund;

iv. Providing progress updates and attending progress and review meetings; and
v. Managing changes to event requirements, programme schedules and delegate numbers.

3.1.6 Technical Support

The service provider must provide technical support to ensure that the event application is available, functional and reliable before, during and immediately after the event.

The incident response requirements below do not replace the requirement for in-person technical support on both event days or for urgent support where necessary.

Technical support services will include, but not be limited to, the following:

i. Providing in-person technical support on the days of the event (Monday, 1 February 2027 and Tuesday, 2 February 2027) to ensure platform availability, functionality and a positive delegate experience;
ii. Providing remote technical support before the event and immediately after the event, including responding to delegate and administrator queries;
iii. Logging, prioritising and resolving incidents, and applying incident-management, backup and recovery procedures where required; and
iv. Providing urgent support and platform updates, including outside standard working hours where necessary, in the lead-up to and during the event.

Incident severity levels and response requirements

The service provider must log and prioritise incidents using the following severity levels. Response times run from a request by the Jobs Fund; resolution periods below run from the service provider's response. The service provider must apply all reasonable efforts to meet the stated resolution periods.

- **Level 1 — Major event application failure:** the application or its functionality cannot be accessed or used. Respond immediately within thirty (30) minutes following the Jobs Fund's request and apply all reasonable efforts to resolve the problem in the shortest possible time.
- **Level 2 — Major disabled functionality:** respond within one (1) hour following the Jobs Fund's request and apply all reasonable efforts to resolve the problem within two (2) hours of responding.
- **Level 3 — Minor disabled functionality:** respond within two (2) hours following the Jobs Fund's request and apply all reasonable efforts to resolve the problem within four (4) hours of responding.

4. SCOPE OF THE SERVICES TO BE PROVIDED

The service provider will act as a strategic partner to the Jobs Fund in the provision of a secure event application for the Partner Learning Forum. The appointed service provider will be responsible for configuring, supporting and maintaining the platform, enabling delegate registration, programme management, stakeholder engagement, communication and access to event content before, during and after the event.

The tasks to be performed will be detailed in specific work assignments issued as Instructions to Perform Work (IPW) to the appointed service provider.

5. REQUIRED EXPERTISE AND EXPERIENCE

5.1 Experience

The service provider shall have a demonstrable track record of at **least 5 years** in providing event application solutions and related support services within the South African context. The service provider must have experience in configuring, hosting and supporting event platforms that facilitate delegate registration, event information management, stakeholder engagement, communications, analytics and reporting. Experience in delivering event technology solutions for conferences, stakeholder engagements, development finance institutions, the public sector or similar environments will be considered an advantage.

Further details are set out in the Evaluation Criteria section.

5.2 Team Skills and Experience

The service provider shall provide key personnel (the team) who will be directly involved in delivering the services described in section 3 (three). The proposed team shall consist of a minimum of two (2) and a maximum of three (3) suitably qualified resources and must include a designated Team Leader responsible for overall project coordination, quality assurance, stakeholder engagement and the timely delivery of all required outputs.

All proposed team members must possess the relevant qualifications, skills and demonstrable experience necessary to undertake the required services and must be available for the duration of the engagement. The expertise and experience of each resource assigned to the project must be clearly reflected in the prescribed CV template.

The bidder shall demonstrate that the proposed team structure is adequately resourced to deliver the full scope of services contemplated in these Terms of Reference. Where a team of two (2) resources is proposed, the bidder must clearly demonstrate that the combined qualifications, experience and capacity of the proposed resources sufficiently cover all aspects of the assignment, including platform configuration, delegate management, content

administration, technical support, reporting, training and data management. The roles and responsibilities of each team member must be clearly defined to demonstrate how the proposed team will ensure effective service delivery throughout the engagement.

The team should have the following skills and experience:

- **Proposed Team Leader** – Project Management and Event Technology Coordination - Demonstrable experience managing the implementation and support of event technology solutions, coordinating project activities, managing timelines, overseeing stakeholder requirements and ensuring the successful delivery of event platforms and associated services.
- **Event Application Specialist**– Proven experience in the configuration, administration and support of event applications, including delegate registration, event programme management, content management, attendee engagement tools, notifications, reporting and user support. The individual should have experience with mobile-responsive platforms, user access management, system testing and troubleshooting.
- **Technical Support and Data Management** - Experience in platform hosting, technical support, system monitoring, analytics and reporting, together with knowledge of data security, privacy compliance, user access controls, backup and recovery processes, and the secure management of delegate information.

5.3 Additional Requirements

The following will also be required from the team:

- Where urgent support or platform updates are required, the team must be willing to prioritise these activities, including outside of standard working hours where necessary, particularly during the lead-up to and delivery of the event.
- The team must have a good working knowledge of event management platforms, reporting tools and Microsoft Office applications, and must maintain appropriate version control and change management for all event-related content and system configurations.
- The team must ensure that event information, programme content, speaker profiles, notifications and delegate communications are accurate, current and updated in a timely manner.
- The team must ensure that the event application and all related deliverables comply with applicable security, privacy and data protection requirements, including POPIA requirements.

- The team must provide training and knowledge transfer to designated Jobs Fund personnel on the administration, operation and management of the event application.
- The team must provide technical support before and during the event to ensure platform availability, functionality and a positive delegate experience.
- The team must implement appropriate backup, recovery and incident-management procedures to safeguard delegate and event-related information.

6. REPORTING

The successful service provider will report to the Jobs Fund.

7. LOGISTICS AND SCHEDULE OF THE ASSIGNMENT

7.1 Schedule and Level of Effort

- The bidder shall submit a proposed schedule of effort indicating the estimated level of effort, resource allocation and key activities required to deliver the services contemplated in these Terms of Reference. The appointed service provider will be expected to work closely with the Jobs Fund's Director: Grant Management System and other designated officials, through Instructions to Perform Work (IPWs), to ensure the timely delivery of high-quality outputs throughout the planning, implementation and post-event phases of the assignment.
- Assumption on appointment and remuneration: one (1) service provider, represented by a team of two (2) to three (3) resources, will be appointed for a three-month contract period.
- The service provider will be remunerated based on fixed costs for service components 1 to 4, any other costs (associated with service components 1 to 4), and a separate hourly rate for each proposed resource for service components 5 and 6, not exceeding **R1,200 per hour**, inclusive of VAT where applicable.
- Time will be instructed through the IPWs issued to the appointed service provider and remunerated at the agreed hourly rate.

7.2 Geographical Area

The Jobs Fund is based in Pretoria. The majority of deliverables under this assignment will be undertaken remotely, with in-person engagement required only on an ad hoc basis as directed by the Jobs Fund. Technical support for the event must be done in person on the days of the event.

7.3 Facilities to be Provided by the Service Provider and Jobs Fund

The Jobs Fund will, where necessary, provide access to office facilities for in-person engagements, including meeting space and limited administrative support, as required.

The event venue is in the Fourways area of Johannesburg. Travel to and from the venue, and any accommodation required for the event days, will be for the service provider's own account. It will not be reimbursed as a disbursement.

Given that the majority of services will be delivered remotely, the service provider will be responsible for the following:

- IT equipment (including laptops and related software); and
- All mobile and internet communications (voice and data).

7.4 Sub-Contracting

The work the service provider will be contracted to perform shall not be subcontracted.

7.5 Time Frame and Performance

- The service provider will be utilised for a period of three (3) months from the date of appointment.
- Performance will be reviewed by the Jobs Fund during the delivery of the project work.
- Should performance be below the required standard, or should funds not be available, the contract may be terminated before the contract period is completed.

Required delivery milestones

The following milestones are prescribed by the Jobs Fund for the three-month assignment. The bidder’s proposed implementation plan and schedule of effort must align with these milestones. Detailed dates and approval arrangements will be agreed with the Jobs Fund through the project plan and relevant IPWs, with testing and go-live completed before the event on 1 and 2 February 2027.

- **Milestone 1 — Requirements approval, set-up and configuration:** confirm and obtain approval of requirements; agree and approve branding and content in accordance with the Jobs Fund corporate identity document; and configure the platform and required service components.
- **Milestone 2 — Testing, registration and content readiness:** complete system and user acceptance testing, delegate registration and onboarding, and upload and validate programme, logistics and other approved event information. Train designated administrators and prepare the application for go-live before the event.

- **Milestone 3 — Event delivery and close-out:** provide in-person technical support on both event days, followed by post-event analytics and reporting and the secure transfer of event data and related outputs to GTAC. Planning, consultation and relevant technical support continue across the assignment as required.

7.6 Assumptions and Risks

The following risks and assumptions should be noted:

- Changes to event requirements, programme schedules, speaker participation or delegate numbers may necessitate changes to the event application and associated content within constrained timeframes.
- Delays in stakeholder review, approval or sign-off of content, configurations and platform updates may impact implementation timelines.
- The timely delivery of content and information by external stakeholders, speakers and other third parties is critical to the successful configuration and maintenance of the event application.
- It is assumed that the event venue will provide delegates with Wi-Fi access to use the event application in real time. Connectivity and available bandwidth may affect access and live updates. The service provider must identify the proposed application's connectivity and bandwidth requirements during planning so that these can be confirmed with the venue.

8. BUDGET

The appointed service provider will be issued a specific IPW in accordance with the required deliverables. Each IPW will specify the exact assignment, associated outputs, timeline, and agreed cost. Table 1 below presents indicative outputs for each service component to assist bidders in preparing their financial proposals. Hours are not prescribed; bidders must quote fixed costs for service components 1 to 4 and an hourly rate per proposed resource for service components 5 and 6.

Table 1: Indicative Outputs

Service Components	Deliverables	Once-off / Variable
1. Registration and Delegate Management	• Configure and implement the delegate registration component. • Configure user access, authentication and attendee management functionality.	Once-off: platform configuration.

Service Components	**Deliverables**	**Once-off / Variable**
	• Manage delegate registration, profile management and onboarding activities.	
2. Event Information and Programme Management	• Configure the event programme / agenda component. • Upload and manage speaker profiles, session information and event content. • Configure venue information, maps, logistical information and resource repositories.	Once-off: platform configuration
3.Delegate Engagement and Communications	• Configure networking and attendee engagement component. • Configure delegate messaging, announcements and push notifications. • Configure and administer surveys, polls and feedback mechanisms. • Implement session reminders and event alerts.	Once-off: platform configuration
4. Analytics, Reporting, Support and Data Management	• Host, monitor and maintain the event application. • Implement data security, privacy, backup and recovery arrangements. • Create attendance, registration, engagement and utilisation reports.	Once-off: platform configuration
5. Planning and Consultation	• Hold project initiation and requirements consultation sessions with the Jobs Fund (Director: Grant Management System and designated officials). • Prepare and maintain the project plan and schedule of effort, aligned to the Instructions to Perform Work (IPWs). • Agree content, branding, approval and sign-off timelines with the Jobs Fund. • Provide progress updates and attend progress and review meetings. • Manage changes to event requirements, programme schedules and delegate numbers.	Variable: consultation sessions, meetings and changes in requirements over the three-month period.
6. Technical Support	• Provide support for registration-related queries and issues. • Train designated Jobs Fund officials on the administration and management of the platform.	**Variable** Driven by the two event days (in person), the

Service Components	Deliverables	Once-off / Variable
	• Provide in-person technical support on the days of the event (Monday, 1 February 2027 and Tuesday, 2 February 2027) to ensure platform availability, functionality and a positive delegate experience. • Provide remote technical support before the event and immediately after the event, including delegate and administrator queries. • Log, prioritise and resolve incidents, and apply incident-management, backup and recovery procedures where required. • Provide urgent support and platform updates, including outside standard working hours where necessary, in the lead-up to and during the event. • Monitor application usage and platform performance. • Extract, package and securely transfer all event data, reports and related outputs to the Jobs Fund upon completion of the assignment.	number of delegates (approx. 150–200), the volume of support queries and urgent or after-hours requests.

Take Note: Other Costs (if applicable)

- Bidders must submit a comprehensive pricing proposal covering all costs associated with the delivery of the services components in these Terms of Reference. Any other costs should be reflected as a separate line item in the pricing proposal and substantiated.
- No other costs will be reimbursed unless they have been approved in writing by GTAC prior to being incurred. Any other costs not expressly identified and itemised in the bidder's proposal shall be deemed not to be required for the delivery of the services and will not be considered for reimbursement.

9. SUBMISSION REQUIREMENTS

9.1 Resources

i. The service provider shall propose a team comprising a minimum of two (2) and a maximum of three (3) resources to deliver the services contemplated in these Terms of Reference. The proposed team must collectively possess the skills and experience required to deliver all six (6) service components, namely registration and delegate management, event information and programme management, delegate engagement and communications, analytics, reporting, support and data management, planning

and consultation, and technical support. Where fewer than three (3) resources are proposed, the bidder must clearly demonstrate how the combined expertise of the team is sufficient to cover the full scope of work. The service provider shall designate a Team Leader from the proposed team.

ii. For service components requiring an hourly rate, the rate cannot **exceed R1,200 (inclusive of VAT, where applicable)** per resource.

iii. At least three recent contactable references (former or current clients).

iv. Submission of CVs in the prescribed format is mandatory. A bidder may submit a maximum of three (3) CVs corresponding to the proposed project team. Where more than three (3) CVs are submitted, only the first three (3) CVs in the submission will be considered for evaluation.

9.2 Proposal

The service provider must submit a technical proposal of no more than **fifteen (15) pages** (excluding company profile and supporting annexures) that includes:

- A description of the proposed event application platform and its key functionality.
- Demonstrable experience in providing event application and conference technology solutions, including delegate registration, event management, networking, engagement, content management, reporting and technical support.
- A proposed approach to delivering each of the six (6) service components, namely registration and delegate management; event information and programme management; delegate engagement and communications; analytics, reporting, support and data management; planning and consultation; and technical support, including in-person technical support on the event days.
- Details of the platform's communication, content management and reporting capabilities, together with its security, privacy and data protection arrangements. These must describe hosting arrangements, user and administrator access levels and permissions, authentication and password management, and safeguards for delegate information.
- A proposed implementation approach and indicative project plan aligned to the Jobs Fund milestones in section 7.5, including onboarding, configuration, testing, administrator training, go-live support and post-event close-out activities.
- Examples of at least three (3) similar events or conferences where the proposed solution has been successfully implemented.

- Screenshots, links to demonstrations, marketing videos or other supporting material illustrating the functionality of the proposed platform.

9.3 Financial Proposal

The financial proposal must use the provided costing template and SBD 3.3 and state fixed costs for service components 1 to 4, any other costs (associated with service components 1 to 4), and a separate hourly rate for each proposed resource for service components 5 and 6, not exceeding **R1,200 per hour**, inclusive of VAT where applicable. Fixed costs and hours are not prescribed, the quoted costs will be used for price evaluation purposes and will apply to all time instructed through IPWs, including the once-off and variable service components in Table 1.

10. EVALUATION CRITERIA

GTAC has set minimum standards that bidders must meet to be selected as successful bidders. The terms "bid", "quotation" and "RFQ" are used interchangeably in this document. The successful bidder will be awarded the contract for the **three (3) month** duration of the service requirements (see section 7.5) and will be selected based on the following three-phase process listed under table 2.

Instruction to Bidders:

1. Bidders are advised that RFQ proposals must be submitted strictly in accordance with the e-Procurement (online) submission requirements. All required information must be completed and submitted in the designated tabs and fields on the e-Procurement system. This requirement applies to all information and supporting documentation, including Curriculum Vitae (CVs) and all applicable SBD forms.

2. Failure to comply with the requirements of Clause 1 above, as well as the mandatory requirements stipulated in Paragraph 13.2 of the Terms of Reference (ToR), will result in the disqualification of the bid.

3. Bidders must upload a duly completed Bidder's Declaration Consent Form for each CV submitted. The form must be attached under the appropriate attachment section of the e-Procurement system. The details of the evaluation phases are outlined below:

10.1 Evaluation Phases/Methodology

Table 2: Evaluation Phases

Evaluation Stage	Description
Phase 1	**Stage 1A: Administrative Compliance – Non-Disqualifying**

Evaluation Stage	Description
	A bidder is required to submit the administrative compliance documents as referred to in paragraph 10.1.1. **Stage 1B: Mandatory Compliance – Disqualification/ Pre-Qualification** Failure to submit any mandatory documents will result in disqualification. Refer to paragraph 10.1.2.
Phase 2	**Phase 2: Technical Evaluation:** **Stage 2a. Desktop Evaluation** Bidders must submit information in accordance with the Bid Submission Requirements. The submitted CV (in the provided template) must respond to the Evaluation Criteria cited in these Terms of Reference. This will be evaluated out of 100 points with a Threshold of 70 points. Only bidders who meet the threshold will proceed to Phase 3 (Price and Specific Goals).
Phase 3	**Price and Specific Goals** Preference points in the 80/20 formula will be awarded to bidders for attaining a score for Specific goals as indicated in Table 5. Bidders must provide the required information for evaluation purposes.

It should be noted that the stages are evaluated as separate processes and in sequence. Only bidders that meet the requirements of one phase proceed to the next, and the scores from the different phases are not combined into a single score.

10.1.1 Stage 1a: Administrative Compliance (Non-Disqualification)

During this phase, bid documents will be reviewed to determine compliance with tax matters and the Central Supplier Database (CSD) at the closing date and time of the bid. Bidders must submit all returnable documents as outlined in Table 3 below using the designated electronic e-procurement system.

Table 3: Bid requirements compilation and submission:

Document to be submitted	Requirement
SBD 1- Invitation to Bid	Complete the supplied pro forma document on the e-procurement system.
Central Supplier Database (CSD) Registration Report, or CSD registration number, or valid Tax Compliance Status.	Bidders must be registered on the Central Database System (CSD) at the closing date and time of the RFQ. NB: The bidder must submit, in the case of a Joint Venture, Consortium, Trust, or Partnership a valid Tax Compliance Status Verification and / or SARS-issued pin code for both companies must be submitted (which will be verified).

Document to be submitted	Requirement
SBD 4 - Bidder's Disclosure (Refer to note below)	Complete the supplied pro forma document on the e-procurement system.
Note: Bidders must complete the SBD 4 document as provided on e-procurement. A bid may be disqualified if this disclosure is found not to be true and complete in every respect. The following definitions should be considered when completing the form: - ''Person'' means a bidder or supplier or shareholder, director, trustee, partner, or member of a bidder or supplier having the controlling interest in the bidder or supplier. - ''State'' means a national or provincial department, a national or provincial public entity or constitutional institution, a municipality or municipal entity, a provincial legislature or parliament	
SBD 6.1 - Preferential Point Claim form in terms of the Preferential Procurement Regulation (PPR) 2022.	Complete the supplied pro forma document on the e-procurement system, i.e. SBD 6.1 and Specific Goals tab as provided on the e-procurement system. Failure to complete the SBD 6.1 will result in the bidder forfeiting points for specific goals.

Tax Clearance Status

A valid tax PIN / Central Supplier Database (CSD) number must be provided for purposes of verifying that the tax matters of the bidder are in order. Where consortium/joint ventures/sub-contractors are involved, each party to the association must submit a separate validation of Tax status and CSD registration number. Bidder's tax matters must be compliant at the time of award. In the case where a bidder's tax matters are non-compliant, a bidder will be given seven (7) working days to remedy the tax matters. Failure to remedy this will invalidate the bid.

No tender shall be awarded to a bidder whose tax affairs are not in order.

GTAC reserves the right to withdraw an award made or cancel a contract concluded with a successful bidder in the event that it is established that such bidder was not tax compliant at the time of the award.

GTAC further reserves the right to cancel a contract with a successful bidder if such bidder does not remain tax compliant for the full term of the contract.

**All tax-related matters during the Supply Chain Management Process will be in line with the National Treasury Instruction No.09 of 2017/2018.*

10.1.1.1 Conducting business with the state

Any bidder representative (Director/Shareholder/Proposed Resource) who is employed by the state will not be considered; i.e. if a bidder representative is in the employ of the state, such a bid will not be considered.

- Conducting business means engaging in business, trade, occupation, profession, calling, industry, or undertaking of any kind, or any activity carried on for gain or profit by any person within the Republic or elsewhere.
- An employee includes persons appointed on a temporary or permanent basis and includes interns.
- An employee is regarded as **'conducting business with an organ of state'** when an employee or an employee acting as a director of a private or public company-
    - concludes, or intends to conclude, a written or oral agreement, irrespective of the process followed with an organ of state;
    - such agreement is not associated with that employee's employment with his or her department (i.e. it is not the employee's duty to interact with suppliers on behalf of the department) ; and
    - through such agreement provides goods or services to any organ of state for any personal benefit, financial or otherwise.

10.1.2 Stage 1b: Mandatory Compliance (Disqualification)

Bidders must submit a responsive proposal in accordance with these terms of reference and must meet the minimum prequalification requirements below. Failure to adhere to any of these requirements will result in disqualification.

Bidders are advised that RFQ proposals must be submitted strictly in accordance with the e-Procurement (online) submission requirements. All required information must be completed and submitted in the designated tabs and fields on the e-Procurement system. This requirement applies to all information and supporting documentation, including Curriculum Vitae (CVs) and all applicable SBD forms.

a. Bidders must be registered on the Central Supplier Database (CSD) on the closing date of the Request for Quotation (RFQ).

b. Submission of a CV in the provided template is required for each proposed team member, with a minimum of two (2) and a maximum of three (3) CVs per bidder. If a bidder submits more than 3 CVs, only the first three CVs in the submission shall be considered for evaluation. The CV must be completed as provided (input data) / indicated on the e-procurement portal.

c. Submission of a price/financial proposal is required as per SBD 3.3, and state fixed costs for service components 1 to 4, any other costs (associated with service components 1 to 4), and a separate hourly rate for each proposed resource for service

components 5 and 6, not exceeding R1,200 per hour, inclusive of VAT where applicable, and must be completed as indicated in the e-procurement portal.

d. Any bidder representative (Director/Shareholder/Proposed Resource) who is employed by the state will not be considered. i.e., in the event that a bidder representative is in the employ of the state, such a bid proposal will not be considered.

10.1.3 Phase 2.1: Desktop Evaluation

a. Bids will be evaluated strictly in accordance with the bid evaluation criteria stipulated in this ToR.

b. In a case where there is a difference between the contents of this ToR and the e-procurement system, the ToR takes precedence.

c. Proof of Qualifications: Bidders must upload qualification certificates as well as all required certificates. Certified copies will be requested in the event that the bid is successful and before an agreement can be concluded.

d. Please note that a Certificate of Membership shall not be deemed as proof of educational qualification (Education qualifications refer to certifications issued by an institution of higher learning e.g., certificate, diploma, degree, etc.)

e. Non–submission of qualifications will lead to a score of zero for the qualification's evaluation criterion.

f. All international qualifications must be accompanied by South African Qualifications Authority (SAQA) Accreditation.

g. Non–submission of SAQA confirmation will lead to a score of zero for the qualification's evaluation criterion.

h. **Between two (2) and three (3) CVs** will be evaluated per bid, corresponding to the proposed team members. If more than three (3) CVs are submitted per bid, the first three (3) CVs that appear in the bid will be evaluated. The CV must be completed as provided (input data) / indicated on the e-procurement portal.

i. No more than three (3) persons will be selected to constitute a team for one bidder.

j. GTAC reserves the right to terminate the Agreement/award or temporarily defer the provisioning of the Services, or any part thereof, at any phase with immediate effect on written notice to the Service Provider, should GTAC in its sole and absolute discretion, decide not to proceed with the Services.

The Desktop Evaluation criteria are discussed in Table 4 below.

Table 4: Phase 2 Desktop Evaluation Criteria

	Evaluation Criteria	Scoring Criteria	Weight
1.	**Service Provider -** Demonstrable Track Record		**10**
	A demonstrable track record of at least five (5) years in providing event application and conference technology solutions, including delegate registration, event management, stakeholder engagement, communications, reporting, analytics and technical support.	5 = over 9 years of operations 4 = over 8 years of operations 3 = over 7 years of operations 2 = over 6 years of operations 1 = 5 to 6 years of operations (meets the minimum requirement) 0 = Less than 5 years of operations	
2.	**Team Leader Qualifications & Skills and Experience**		**20**
	a) Qualifications		10
	Highest qualification (in Information Technology, Computer Science, Information Systems, Software Development, Digital Technology, Project Management, Business Information Systems, Event Management, Commerce, Marketing, Communications) (i) Note: if the qualification is from an institution outside South Africa, bidders must submit the South African Qualifications Authority (SAQA) certificate.(ii) Where qualifications are not submitted, or qualifications are not in the relevant field as mentioned above, or no SAQA certificate is provided (where applicable), the score of 0 will be awarded.	5 = Master's and above (NQF Level 9–10) 4 = Honours Degree/Relevant registration (NQF Level 8) 3 = Degree (NQF Level 7) 2 = National Diploma (NQF Level 6) 1 = Recognised formal certificate (NQF 5) or less 0 = Irrelevant Qualifications or non-submission of a copy of Qualifications and/or SAQA certificate	
	b) Experience		10
	The Team Leader must have the following skills and experience: • Demonstrable experience in leading the implementation and delivery of event application or conference technology solutions, • Proven ability to manage end-to-end project workflows, including planning, configuration, testing, deployment, support and close-out activities; • Experience in stakeholder engagement and coordinating requirements across multiple users and business stakeholders; • Strong oversight of quality assurance, platform performance, data integrity and service delivery standards; • Demonstrated ability to manage concurrent activities, project timelines, risks and technical resources;	5 = > 10 years combined experience 4 = 8 – 10 years combined experience in the specific areas 3 = 5 – 7 years combined experience in the specific areas 2 = 2 – 4 years combined experience in the specific areas 1 = 1-year combined experience in the specific areas 0 = No relevant experience	

	Evaluation Criteria	Scoring Criteria	Weight
	• Experience in delegate registration systems, event management platforms, user engagement tools and reporting solutions; • Sound understanding of information security, data privacy and access control requirements; • Experience in supporting conferences, stakeholder engagements, public sector events, development finance institutions or donor-funded programmes will be advantageous. The completed CV template must include a list of all relevant projects or similar assignments, including the role played (Refer to Annexure A – CV Template)		
3.	**Event Application Specialist - Qualifications & Skills and Experience**		**20**
	a) Qualifications		10
	Highest qualification (in Information Technology, Computer Science, Information Systems, Software Development, Digital Technology, Project Management, Business Information Systems, Event Management, Commerce, Marketing, Communications) (i) Note: if the qualification is from an institution outside South Africa, bidders must submit the South African Qualifications Authority (SAQA) certificate.(ii) Where qualifications are not submitted, or qualifications are not in the relevant field as mentioned above, or no SAQA certificate is provided (where applicable), the score of 0 will be awarded.	5 = Master's and above (NQF Level 9–10) 4 = Honours Degree/Relevant registration (NQF Level 8) 3 = Degree (NQF Level 7) 2 = National Diploma (NQF Level 6) 1 = Recognised formal certificate (NQF 5) or less 0 = Irrelevant Qualifications or non-submission of a copy of Qualifications and/or SAQA certificate.	
	b) Skills and experience		10
	The Event Application Specialist must have the following skills and experience: • Demonstrable experience in configuring, implementing and supporting event application or conference technology platforms; • Proven experience with delegate registration, attendee management, event programme configuration and content administration; • Experience in configuring engagement features, including networking tools, notifications,	5 = > 10 years combined experience 4 = 8 – 10 years combined experience in the specific areas 3 = 5 – 7 years combined experience in the specific areas 2 = 2 – 4 years combined experience in the specific areas 1 = 1-year combined experience in the specific areas 0 = No relevant experience	

	Evaluation Criteria	Scoring Criteria	Weight
	surveys, polls and feedback mechanisms; • Sound understanding of platform testing, troubleshooting, user support and system performance monitoring; • Knowledge of data management, information security, privacy requirements and user access controls; • Experience in supporting conferences, stakeholder engagements or similar large-scale events will be advantageous.		
4.	**Technical Support and Data Management Lead**		**20**
	a) Qualifications		10
	Highest qualification (in Information Technology, Computer Science, Information Systems, Software Development, Digital Technology, Project Management, Business Information Systems, Event Management, Commerce, Marketing, Communications) (i) Note: if the qualification is from an institution outside South Africa, bidders must submit the South African Qualifications Authority (SAQA) certificate.(ii) Where qualifications are not submitted, or qualifications are not in the relevant field as mentioned above, or no SAQA certificate is provided (where applicable), the score of 0 will be awarded.	5 = Master's and above (NQF Level 9–10) 4 = Honours Degree/Relevant registration (NQF Level 8) 3 = Degree (NQF Level 7) 2 = National Diploma (NQF Level 6) 1 = Recognised formal certificate (NQF 5) or less 0 = Irrelevant Qualifications or non-submission of a copy of Qualifications and/or SAQA certificate	
	b) Skills and experience		10
	The Technical Support and Data Management Lead must have the following skills and experience: • Demonstrable experience in the administration, support and maintenance of digital platforms or event application solutions; • Proven experience in technical support, system monitoring, troubleshooting and issue resolution; • Experience in data management, reporting and analytics, including the extraction and interpretation of user and platform data; • Sound understanding of information security, data privacy, user access controls, backup and recovery processes;	5 = > 10 years combined experience 4 = 8 – 10 years combined experience in the specific areas 3 = 5 – 7 years combined experience in the specific areas 2 = 2 – 4 years combined experience in the specific areas 1 = 1-year combined experience in the specific areas 0 = No relevant experience	

	Evaluation Criteria	Scoring Criteria	Weight
	• Experience in platform testing, quality assurance and performance monitoring; • Ability to support platform deployment, user onboarding and administrator training; and • Experience in supporting conferences, stakeholder engagements, public sector events or similar technology-enabled initiatives will be advantageous.		
5.	**Technical Proposal**		**30**
	Evaluation of the bidder's technical proposal, proposed solution and demonstrated experience in delivering event application and conference technology solutions, including platform functionality, implementation approach, security measures and examples of similar event deployments.	5 = Excellent - The proposal fully addresses all requirements and presents a comprehensive, well-structured solution. The implementation approach is clear and practical, and the bidder provides strong evidence of successful delivery of multiple similar events. 4 = Good - The proposal addresses all requirements and presents a well-developed solution. The implementation approach is clear, and the bidder demonstrates relevant experience with similar events. 3 = Average - The proposal adequately addresses the requirements and demonstrates a satisfactory understanding of the scope. The proposed solution and supporting experience meet the minimum requirements. 2 = Below Average - The proposal only partially addresses the requirements and contains gaps or limited detail in the proposed solution, implementation approach or supporting experience. 1 = Poor - The proposal inadequately addresses the requirements and provides limited evidence of a suitable solution or relevant experience. 0 = Non-submission of proposal.	
TOTAL TECHNICAL POINTS			**100 points**
MINIMUM THRESHOLD			**70 points**

Where a team of two (2) resources is proposed, the bidder must indicate which resource fulfils each of the three role profiles in Table 4 (Team Leader, Event Application Specialist, and Technical Support and Data Management Lead). Each role will be scored on the CV of the resource assigned to it. One resource may be assigned more than one role, provided that the proposed team covers all three role profiles.

Only bidders that meet the 70 points threshold will proceed to Phase 3.

10.1.4 Phase 3: Price and Specific Goals Evaluation

a. The Preferential Procurement Evaluation will be based on the 80/20 principle.
b. The applicable formula (80/20) will be utilised to evaluate the bid, of which eighty (80) points are allocated for the price as allocated in the enclosed form SBD 6.1. which must be completed, and the remaining twenty (20) points are allocated for the specific goals as indicated in Table 5 below.
c. Submission of a price proposal is required in the proforma format. (SBD 3.3). Bidders need to provide fixed costs for service components 1 to 4, any other costs (associated with service components 1 to 4), and a separate hourly rate for each proposed resource for service components 5 and 6, not exceeding **R1,200 per hour**, inclusive of VAT where applicable. For evaluation purposes, the price will be evaluated on the quoted total cost.
d. GTAC reserves the right to negotiate the price offer or rates with the recommended bidder(s).
e. GTAC reserves the right to terminate the Agreement/award or temporarily defer the provisioning of the Services, or any part thereof, at any phase with immediate effect on written notice to the Service Provider, should GTAC, in its sole and absolute discretion, decide not to proceed with the Services.

Table 5: Price and Specific Goals Evaluation Criteria

Number of points allocated (80/20 system)	
Price	**80**
The specific goals allocated points in terms of this tender	**20**
Above 30% ownership for Historically Disadvantaged Individuals who had no franchise in national elections before the 1983 or 1993 Constitutions.	10
Women's percentage of ownership: 30% and above	10
Total Points	**100**

The CSD report shall be used as evidence to confirm / award points for specific goals. It is the responsibility of the bidding entity to ensure that the information on the CSD is updated.

Table 6: Definitions

Terminology	Definition
Black People	As per the Broad-Based Black Economic Empowerment Act 53 of 2003 as Amended by Act No 46 of 2013 "Black People" is a generic term which means Africans, Coloureds and Indians – (a) who are citizens of the Republic of South Africa by birth or descent; or (b) who became citizens of the Republic of South Africa by naturalisation before 27 April 1994; or II on or after 27 April 1994 and who would have been entitled to acquire citizenship by naturalisation prior to that date.
"Specific Goals"	means specific goals as contemplated in section 2(1)(d) of the Act, which may include contracting with persons, or categories of persons, historically disadvantaged by unfair discrimination on the basis of race, gender and disability, including the implementation of programmes of the Reconstruction and Development Programme as published in Government Gazette No. 16085 dated 23 November 1994;
Historically Disadvantaged Individual (HDI)	means a South African citizen: who, due to the apartheid policy that had been in place, had no franchise in national elections prior to the introduction of the Constitution of the Republic of South Africa, 1983 (Act No 110 of 1983) or the Constitution of the Republic of South Africa, 1993, (Act No 200 of 1993) ("the interim Constitution); and/or who is a female, and/or who has a disability. provided that a person who obtained South African citizenship on or after the coming into effect of the Interim Constitution is deemed not to be an HDI;

11. FINANCIAL IMPLICATIONS

The service provider may be required to attend meetings at Jobs Fund offices in Pretoria (Gauteng) when deemed necessary by the Jobs Fund.

12. CONTRACTING AUTHORITY

The Contracting Authority will be the Government Technical Advisory Centre (GTAC).

13. OTHER BID CONDITIONS

Prior to the appointment, the recommended bidder(s) will be subjected to a screening/vetting process conducted by the State Security Agency (SSA); as such, they may be required to submit additional supporting documentation.

GTAC reserves the right to negotiate the final offer with the recommended bidder before the award.

14. BID VALIDITY PERIOD

The RFQ will be valid for sixty (60) days from the closing date of the RFQ.

15. LEGAL IMPLICATIONS

The successful service provider must be prepared to enter into a contract with GTAC.

16. CLARIFICATIONS

Requests for clarification must be made in writing by e-mail. Telephonic enquiries for clarification will not be accepted.

Requests for clarification will be accepted by GTAC as specified in the bid document. The submission reference must be included in the subject line of the email.

17. COMMUNICATION

GTAC's Professional Services Procurement (PSP) unit will only communicate with bidders by email where bid clarity is sought, to obtain information or to extend the validity period. For any enquiries, email: psp@gtac.gov.za. The submission reference must be included in the subject line of the email. GTAC will only respond to email communication during business hours.

Alternatively, contact the e-procurement portal support desk at:https://vendorportal.gtac.gov.za/Contact.

Any communication by the bidder (either by facsimile, letter, electronic mail or any other form of correspondence) to any government official, representative, or a person acting in an advisory capacity for GTAC in respect of this bid between the closing date and the award of the bid is prohibited.

18. COUNTER CONDITIONS

Bidders' attention is drawn to the fact that amendments to any of the Information to bid by bidders will result in invalidation of such bids.

19. PROHIBITION OF RESTRICTIVE PRACTICES

In terms of section 4(1) of the Competition Act No. 89 of 1998, as amended, an agreement between, or concerted practice by, firms, or a decision by an association of firms, is prohibited

if it is between parties in a horizontal relationship and if a bidder(s) is/ are or a contractor(s) was/were involved in:

a. Directly or indirectly fixing a purchase or selling price or any other trading condition.
b. Dividing markets by allocating customers, suppliers, territories or specific types of goods or services; or
c. Collusive bidding.
d. If a bidder(s) or contractor(s), in the judgment of the purchaser, has/have engaged in any of the restrictive practices referred to above, the purchaser may, without prejudice to any other remedy provided for, invalidate the bid(s) for such item(s) offered or terminate the contract in whole or in part and refer the matter to the Competition Commission for investigation and possible imposition of administrative penalties as contemplated in the Competition Act No. 89 of 1998.

20. BENEFICIAL OWNERSHIP

The bidder/s are required to provide the information below for transparency.

a. A beneficial owner of a company is an individual who, directly or indirectly, ultimately owns that company or exercises effective control over that company.
b. Companies are required to keep a register of their beneficial owners and to provide this information to the Companies and Intellectual Property Commission (CIPC). The CIPC maintains a central register of beneficial ownership information.
c. The beneficial ownership regime in South Africa is intended to improve transparency and accountability in the corporate sector. It is also intended to help prevent money laundering and terrorist financing.
d. Companies are required to keep a register of their beneficial owners and must disclose in their bids the following information, as provided for in their register for the information of each beneficial owner:
    - Name
    - Date of birth
    - Identity number or passport number
    - Residential address
    - Occupation
    - Nature and extent of control over the company

21. SUBMISSION DETAILS

To respond to this tender, bidders are required to register on the GTAC e-procurement system, using the following link: **https://vendorportal.gtac.gov.za/**

The registration process involves the following steps:

a) Register as a portal user. This is the process of creating a user account on the vendor portal/e-procurement system. This will allow the user to view and respond to tenders.

b) Capture the supplier details. Registering the company details allows the bidder to enter information and upload documents.

To respond to this tender:

c) Log in to the portal https://vendorportal.gtac.gov.za/

d) Navigate to the tender menu.

e) Select “Formal” and click on “Current”.

f) A list of available tenders will be available, and the bidder will select the tender number (e.g. TEN0000000070) to start the submission process.

Detailed instructions on how to register on the e-procurement system are available at (https://docs.corelab.co.za/Home/ViewContent?productid=1&sectionid=2&contentid=1165)

The capturing process is in the form of a wizard, with the system guiding you through each step. Once all the required information is completed, remember to submit your bid. Only submitted bids will be eligible for the award.

NB: Only electronic submission of bids on the GTAC e-procurement system is allowed. Do not submit hard copy bids to GTAC, as these will not be considered.

NB: Submissions received after the closing date and time will not be accepted.

For any enquiries, email: psp@gtac.gov.za or contact the vendor support desk at: https://vendorportal.gtac.gov.za/Contact.

22. NON-COMPULSORY BRIEFING SESSION

No briefing session is required

23. CONTACT DETAILS

Professional Services Procurement,
Riverwalk Office Park

1st Floor at GTAC: Block A

Private Bag X 115, Pretoria, 0001

For any enquiries, email: RFQ@gtac.gov.za