

01 December 2025

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## **NOTICE TO BIDDERS – NO.1**

TENDER NUMBER : T010/2025/26

BOX NUMBER : 2

CLOSING DATE : 17 DECEMBER 2025

DESCRIPTION : PROVISION OF AUDIO-VISUAL MAINTENANCE AND EVENT SUPPORT SERVICES TO THE CAPE TOWN STADIUM

This notice is issued in terms of **Clause 3.2.1 of the Conditions of Tender**, which allows the Cape Town Stadium (RF) SOC Limited (CTS) to issue notices that amend the tender documents.

### **1. BRIEFING SESSION SUMMARY**

A non-compulsory briefing session was held on **24 November 2025** at the DHL Stadium.

The **Presentation Slides** are attached to this Notice as **Annexure A**.

Bidders who did not attend the briefing session are still eligible to submit a tender offer.

All bidders are reminded to acknowledge receipt of this notice and insert it into their tender submission in accordance with **Clause 2.6.1 of the Conditions of Tender**.

### **2. TENDER RELATED QUESTIONS AND RESPONSES**

The following table is a summary of all questions received during the briefing session:

No.	Questions	CTS Response	Relevant section in the tender document
1.	The tender lists general items such as projectors, speakers, media players. If spares are required, will detail model numbers be provided?	The tender specifications reference equipment categories and, where applicable, brand names. Model numbers are not provided. The scope does not require bidders to keep spares on site. If a component requires replacement, CTS will request a quotation from the contractor, which will be processed through the standard approval procedure.	<b>Schedule (6) Specification(s)</b> Page 26-35
2.	Will CTS appoint one service provider for the entire contract, or will an alternative bidder also be appointed?	A single service provider will be appointed for the full scope of work. Subcontracting is permitted; however, bidders must price for the entire specification as outlined in the tender document.	<b>Schedule (2) Conditions of Tender</b> Clause 1.5 (page 4) Clause 3.13 (page 14)

No.	Questions	CTS Response	Relevant section in the tender document
3.	<b>The technical requirements refer to an IPTV technician needing certification. Please clarify.</b>	There is no formal board certification for IPTV technicians. CTS requires proof of OEM certification from any recognized IPTV platform (e.g. Exterity, Tripleplay, or similar). This is to confirm that the bidder has the requisite skills to operate and maintain IPTV systems.	<b>Schedule 14: Technical Requirements</b>  Page 74
4.	<b>Is the current IPTV system Exterity?</b>	Yes. The system was previously Tripleplay but is now Exterity. It includes digital signage and DSTV integration, with three gateways, each equipped with a CAM card (total of six CAM cards).	<b>Schedule (6) Specification(s)</b>  Page 27
5.	<b>Is this tender a renewal of an existing contract?</b>	Yes. The contract has been renewed in three-year cycles.	-
6.	<b>Have different system integrators been appointed in previous cycles?</b>	Yes. Different system integrators have been appointed over the years.	-
7.	<b>Please define critical response times for SLA purposes.</b>	CTS operates in an event driven environment. Any failure during an event (e.g. big screen outage) is considered critical and requires immediate response. Non-event-related issues will follow standard response times as agreed in the SLA.	<b>Schedule (6) Specification(s)</b>  Page 28
8.	<b>Are spares available on site for large LED screens?</b>	CTS maintains spares for critical components such as amplifiers, screens, and panels. Availability is limited to essential items.	-
9.	<b>Will additional technical support be required for live events?</b>	Yes. The contract includes event support services. CTS may request additional resources (e.g., IPTV technician) for specific events. These will be scheduled in advance and billed separately under the event services provision.	<b>Schedule (6) Specification(s)</b>  Page 26-35
10.	<b>Will adequate notice be given for event support requirements?</b>	Yes. CTS provides monthly event schedules and will notify the contractor of specific requirements in advance. Additional ad hoc requests will be communicated as early as possible.	-
11.	<b>Can bidders obtain details of the current contractor for warranty purposes?</b>	CTS will confirm whether this information can be disclosed. Current service providers include SLED and System Solutions.	-
12.	<b>Clarify the event fee structure.</b>	Event-related work is billed separately under Repairs and Maintenance (R&M). In addition, CTS levies a 15% event fee on all event-related invoices. This percentage must be included in your pricing and not added as an extra charge.	<b>Schedule (7) Special Conditions of Contract - Clause 39 (Page 44)</b>  <b>Pricing Instructions - Clause 12 (Page 21)</b>
13.	<b>Regarding preference points, is partial scoring allowed?</b>	The preference points for specific goals will be awarded in accordance with Schedule 3 of the tender document; and based on the points claimed (up to the maximum allowed) and the relevant supporting documents provided.	<b>Schedule 3: Preference Schedule</b>  Page 48 – 55

No.	Questions	CTS Response	Relevant section in the tender document
14.	Please clarify the Rights and Event Fee.	<p><b><u>Rights Fee:</u></b></p> <ul style="list-style-type: none"> <li>[As per the Pricing Instructions] The Rights Fee is payable annually on the anniversary date of the contract. Adjustments for Year 2 and 3 will be in accordance with Schedule 8 of the Tender document (Contract Price Adjustment).</li> <li>The successful contractor will have the right to refer to themselves as a "preferred supplier to CTS" in their designated field of expertise, subject to CTS approval of wording.</li> <li>No permanent branding is included in these rights. The contractor may negotiate additional branding inventory (e.g., signage, LED, screen space) at their own cost, subject to availability and CTS approval.</li> <li>The contractor may associate with CTS and the stadium brand name (DHL Stadium or any future name), strictly in relation to services provided under this contract. No association with event organisers or stakeholders is permitted without prior written approval from all parties.</li> <li>The successful contractor will receive four Business Lounge Memberships per year for the duration of the contract. Hospitality packages must be purchased, and usage is subject to the general terms and conditions of Business Lounge Memberships.</li> </ul> <p><b><u>Use of DHL Stadium Logo:</u></b></p> <ul style="list-style-type: none"> <li>The logo may not be used without prior written approval from CTS. Any application must comply with CTS specifications on a case-by-case basis.</li> <li>If used without permission, the logo must be removed or items disposed of at the contractor's cost.</li> <li>The contractor may apply to use the logo on uniforms and materials supporting delivery of the contract scope, subject to CTS approval.</li> </ul> <p><b><u>Event Fee:</u></b></p> <ul style="list-style-type: none"> <li>The Event Fee remains at 15% per invoice for events attended, for the duration of the contract. This fee applies only to labour for event services and must be included in the bidder's pricing.</li> </ul>	<p><b>Pricing Instructions -</b></p> <p>Clause 11 and 12 (page 21)</p> <p><b>Pricing Schedule -</b></p> <p>Section D: Rights and Events Fees (page 25)</p> <p><b>Schedule (6) Specification(s) -</b></p> <p>Clause 9 and 10 (Page 34-35)</p> <p><b>Schedule (7) Special Conditions of Contract -</b></p> <p>Clause 39 (Page 44)</p>

**Please Note:** This clarification forms part of the tender document and must be acknowledged in **Schedule 12: Record of Addenda.**

Yours sincerely,



For: Blake D'Oliveira  
Supply Chain Management

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**ACKNOWLEDGEMENT OF RECEIPT FOR AND ON BEHALF OF THE BIDDER IN RESPECT OF TENDER NO: CTS T010/2025/26**

At ..... on this ..... Day of .....2025.

**Signature:** .....

**Name of Signatory:** .....  
(In ink and capitals)

**Bidder:** .....  
(Name of firm in ink and capitals)



# **CAPE TOWN STADIUM (RF) SOC LIMITED**

**TENDER NO: CTS T010/2025/26**

**PROVISION OF AUDIO-VISUAL MAINTENANCE AND EVENT SUPPORT  
SERVICES TO THE CAPE TOWN STADIUM**



# Agenda

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- Welcome
- Attendance Register
- Purpose of the Tender
- Tender Evaluation Process
- SCM Compliance Evaluation
- Functionality Evaluation
- Technical Requirements
- Tender Specifications
- Pricing Instructions
- Preference Schedule
- Questions & Answers
- Closure

- ☐ Please remember to sign the attendance register.
- ☐ Make sure that you write legibly, indicating your name and the company you are representing.
- ☐ If you do not view your e-mail often, please ensure to also provide an alternative e-mail address, so that you don't miss important information regarding this tender.


# Purpose of this Tender

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- The purpose of this tender is to solicit bids for the provision of applicable Audio-Visual System services to the Cape Town Stadium (SOC) RF Limited (CTS).
- The contracted activities will include the following:
  - The planned routine preventive maintenance services of the plant and equipment, and the routine replacement of consumables and wear-and-tear items;
  - Unplanned emergency Audio Visual system services, including the replacement of defective parts in the event of breakdown;
  - The procurement of materials as may become necessary outside of the routine preventive maintenance plan; and
  - Reporting on the performance and maintenance status on a regular (monthly) basis.

# Tender Evaluation Process

All offers will be evaluated in terms of the Conditions of Tender and the CTS SCM Policy.



The evaluation steps are as follows:

**1. SCM Compliance evaluation**

(i.e. verifying of all declarations, returnable schedules, CSD registration, eligibility criteria, tax matters, etc.)

**2. Functionality evaluation**

**3. Compliance to technical requirements and overall tender specifications**

**4. Verification of pricing and evaluation of PPPFA Points (i.e. 80/20)**

**5. Negotiations with preferred bidder (if necessary)**



# SCM Compliance Evaluation

- **Bidders are requested to read through the Tender Conditions carefully to ensure the bid document is correctly completed:**
  - ✓ All declarations and returnable schedules must be completed and submitted
  - ✓ All supporting documentation is to be provided with the bid
  - ✓ SCM will review and perform a verification against the declaration and documentation provided, including the verification of Tender Defaulters and Restricted Suppliers.
- **Mandatory SCM Compliance documentation include:**
  - ✓ Proof of registration on the National Treasury CSD
  - ✓ Tax verification Pin/Certificate
  - ✓ Company registration documentation and number
  - ✓ Copy of Partnership/Joint Venture agreement (where applicable)
  - ✓ Fully completed pricing schedule and Form of Offer
  - ✓ Valid documentation associated with Preference Points claimed

# Functionality Evaluation

The following criteria will be used to evaluate your submission >>>

The minimum qualifying score for functionality is **60** out of a maximum of **100** points.

Evaluation Criteria	Applicable values/points	Weight	Maximum Points
Experience & Track Record			
Demonstrated experience in maintenance contracts of a similar nature, with a minimum contract period of 12 months and a minimum value of R 2 Million per year. The contract must cover the services specified in Section 4 of the specifications (i.e. the maintenance of the same/similar system components).			20
NOTE: Not older than 10 years.			
Event Experience			
Services rendered at a Stadium or similar event venue (e.g. conference centers) where the contractor was responsible for preparing and operating the full scope of equipment (i.e. LED's, Audio-Visual and PA system) for a specific event (e.g. soccer, rugby, concerts, etc.), within a 12-month period.			20
NOTE: Not older than 10 years			
Staffing Capacity			
Years' experience of the Contract Manager	10	20	
Years' experience of the certified IPTV Technician	10		
Client References			
Quality and relevance of reference letters (within the last 10 years).			15
NOTE: A positive reference refers to an overall TOTAL AVERAGE SCORE from a Client of 70 or more.			
Equipment & Supporting Structure			
Availability of an electronic incident tracking and monitoring system that records logged events or customer calls, turnaround time, status, and trends.	5	10	
Organizational structure.  Bidders to indicate the organizational structure and staffing employed on-site and to this specific contract. This must include indicating the staff/resources who will be responsible for performing the difference Maintenance sections/aspects. Bidders are to refer to the 7 Sections of the Pricing Schedule as the 7 key areas to be covered.	5		
Stadium Event Specific Experience			
Services rendered at a Stadium where spectator attendance was more than 40 000 pax.			15
Total			100

# Technical Requirements

**The following criteria must be adhered to and the necessary evidence submitted with the bid >>>**

#	CERTIFICATES / DOCUMENTATION TO BE PROVIDED:
1.	<p>The bidder's IPTV Technician must have the necessary proof of having been trained and certified by the applicable OEM.</p> <p>Proof of certification is to be submitted with the offer, along with a copy of the IPTV Technician's CV.</p>



# Tender Specifications

- The specification provides for the maintenance of the Audio-Visual systems equipment, event preparation, execution and any other related tasks within the DHL Stadium precinct and for CTS until 30 June 2029.
- The successful contractor shall ensure that services offered are fully compatible with existing CTS equipment and associated configurations.
- No minimum order quantities are guaranteed. Work will be executed in accordance with the approved maintenance plan (i.e. agreed upon between CTS and the successful contractor) and CTS's event/operational requirements.
- These prices shall be valid for the contract period. Any variations or escalations on the prices shall be in accordance with the Pricing Instructions.
- The successful contractor shall ensure that all work/services rendered, and material/equipment delivered are in accordance with the requirements of this tender and comply with all applicable standards.

# Services Required

**The contract will cover the following services to be rendered:**

- 1) The planned routine preventive maintenance services of the plant and equipment, and the routine replacement of consumables and wear-and-tear items;
- 2) Unplanned emergency Audio Visual system services, including the replacement of defective parts in the event of breakdown;
- 3) The procurement of materials as may become necessary outside of the routine preventive maintenance plan; and
- 4) Reporting on the performance and maintenance status on a regular (monthly) basis.

# Pricing Instructions

- All prices shall be tendered in accordance with the units specified in this schedule
- **The pricing submitted must remain fixed for the first year of the contract period (i.e. calculated from the first month of implementation for a period of 12 months).** Pricing for years 2 and 3 of the contract will be adjusted in accordance with the conditions of Schedule 8: Contract Price Adjustment and/or Rate of Exchange Variation.
- **The quantities and frequency provided in the Pricing Schedule represent the planned maintenance schedule, which is subject to change and discussion between CTS and the successful contractor. As such, the quantities and frequency provided are purely for evaluation purposes and assessment of the offers in terms of Price and Preference (i.e. 80/20).** *CTS does not guarantee any specific quantity of work. The intention of this tender is to award the rates applicable to each line item with the final quantity procured being subject to operational requirements.*
- A price must be entered against all items as per the section in the Price Schedule. **An item against which no rate is entered (i.e. the line item is left blank or scratched through) may be interpreted as no offering having been submitted and will deem the entire offer for the section as non-responsive.**
- **Rights Fee:** R175,000 (Excl. VAT) payable to CTS annually
- **Event Fee:** 15% of all invoices generated off event invoices directly secured from the CTS.

# Preference Schedule

- The preference points system applicable to this tender is: **80/20** – with 20 points allocated in terms of Specific Goals.
- The applicable preference system applied to this tender is >>>
- **NB:** Bidders are to provide the necessary supporting documents which align to their preference claims.

	POINTS
PRICE	80
SPECIFIC GOALS	
Points for Race	5
Points for Gender	5
Points for SMME	5
Points for Skills Development	5
Total points for PRICE and SPECIFIC GOALS	100





**All questions to be directed to:**

**Nadia Barnard**

**[tenders@dhlstadium.co.za](mailto:tenders@dhlstadium.co.za)**

**021-417-0161**

**CLOSING DATE: WEDNESDAY, 17 DECEMBER 2025**

**Closing Time: 12H00**

**Tender Box Number: 2**



THANK YOU

