

INVITATION TO TENDER

FOR THE APPOINTMENT OF A MAXIMUM OF FIVE (05) REPUTABLE AND CAPABLE PANEL OF SERVICE PROVIDERS TO SUPPLY, DELIVER AND MAINTAIN LAPTOPS FOR THE QUALITY COUNCIL FOR TRADES AND OCCUPATIONS ON AN ADHOC BASIS FOR A PERIOD OF THIRTY – SIX (36) MONTHS.

TENDER NO: QCTO 07/2023

Closing Date	Address
Date: 14 September 2023 Time: 11:00	Quality Council for Trade and Occupations Tender Box @ Reception 256 Glyn Street Hatfield Pretoria 0083

NB: No late Submissions will be considered.

Company Name		
Address		
Contact person		
Contact numbers	(w)	(cell)
Email address		

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1. INTRODUCTION

The QCTO (Quality Council for Trade and Occupations) is a Schedule 3A Public Entity that was established in accordance with the Skills Development Act, No. 97 of 1998 (as amended) and the National Qualifications Framework Act, No. 67 of 2008 (as amended) and came into operation on 1 April 2010. The main functions of the QCTO amongst others are to develop standards for occupational qualifications including trades and skills programs, accredit skills development providers, and assessment centres, manage assessments, quality assurance and issue certificates to qualifying candidates. Therefore, the QCTO is responsible for standards generation and maintenance; quality assurance of occupational full and part qualifications registered on the National Qualifications Framework (NQF) and the Occupational Qualifications Sub-Framework (OQSF) policy, including skills programmes. The QCTO has approximately 120 staff members and is situated in Hatfield, Pretoria. More information can be obtained from <https://www.qcto.org.za/>.

Prospective suppliers who are interested in the supply, delivery and maintenance of laptops for the Quality Council for Trades and Occupations on an adhoc basis for a period of thirty –six (36) months as specified herein, and in accordance with the General Conditions of offer, as well as the specifications are requested to complete this tender document, together with all the standard bidding documents in full and submit proposals in sealed Envelopes marked **Tender Number QCTO 07/2023** and placed in the tender box at 256 Glyn Street Hatfield, Pretoria, 0083 not later than the closing time and date. **There will be no briefing session**

Table: 1.2

There will be No Briefing Session.

Prior to submission, the tenderers must check that all pages are properly numbered, and all required documents are signed and initialled. QCTO will hold the duly authorised signatory liable on behalf of the tenderer.

NB: Please create an index page for ease of reference. Paginate your proposal submission by using numbered file dividers or a similar system.

Each page should be initialled with black ink.

1.1. PRICING

- 1.1.1 The tenderer must submit details regarding the tender price for the services on the pricing schedule provided in SBD 3.3. The completed form/s must be submitted together with the proposal.
- 1.1.2 Bidders are required to indicate their rates (costs) inclusive of all applicable taxes.
- 1.1.3 The price proposal must include VAT (if applicable).
- 1.1.4 All other cost increases will be negotiated, not exceeding the actual inflation rate (CPI).
- 1.1.5 QCTO will not provide upfront payments.

NB: FAILURE TO PROVIDE THE PRICING PROPOSAL WILL INVALIDATE THE BID AND RESULT IN IMMEDIATE DISQUALIFICATION OF THE PROPOSAL

One (1) original hard copy pricing document (sealed in an envelope)

1.2. PARTNERSHIPS AND LEGAL ENTITIES

In the case of the tenderer being a partnership, close corporation or a company, a certificate reflecting the names, identity numbers and addresses of the partners, members or directors (as the case may be) must be submitted with the tender.

1.3. CONSORTIUMS AND JOINT VENTURES

1.3.1. If the tendering unit emanates from a joint venture or collaborative partnership or consortium (including a newly formed company), which does not have a joint track record of at least three (3) years, the individual entities that make up the tendering unit should each provide all the mandatory requirements. Should all the requirements in respect of the tendering unit or the individual entities, as the case may be, not be met, the tendering unit will be disqualified.

1.3.2. It is recognised that tenderers may wish to form consortia to provide the services.

1.3.3. In response to this invitation to tender, a consortium shall comply with the following requirements: -

1.3.3.1. A copy of the agreement entered by the consortium members shall be submitted with the tender. It shall be signed so as to be legally binding on all consortium members.

1.3.3.2. The tender document shall be signed so as to be legally binding on all consortium members;

1.3.3.3. One of the members shall be nominated by the others as authorised to be the lead member and this authorisation shall be included in the agreement entered into between the consortium members;

1.3.3.4. The lead member shall be the only authorised party to make legal statements, communicate with QCTO and receive instructions for and on behalf of any or all the members of the consortium;

1.4. ACCEPTANCE OF TENDERS

QCTO does not bind itself to accept either the lowest or any other tender and reserves the right to accept the tender that it deems to be in the best interest of the organisation. QCTO reserves the right to accept the offer in full or in parts.

2. AIM OF PROPOSAL

The aim of this proposal is for QCTO to appoint a maximum of five (05) reputable and capable panel of service providers to supply, deliver and maintain laptops for the Quality Council for Trades and Occupations on an adhoc basis. The appointment of the successful bidder/s will be for a period of thirty - six (36) months commencing on the date as prescribed in the Letter of Award and signed Service Level Agreement.

3. BACKGROUND

The Quality Council for Trades and Occupations (QCTO) is a Quality Council established in 2010 in terms of the Skills Development Act, No. 97 of 1998 (as amended) and the National Qualifications Framework Act, No. 67 of 2008 (as amended). Its role is to oversee the design, implementation, assessment and certification of occupational qualifications, including trades, on the Occupational Qualifications Sub-Framework (OQSF). The QCTO also offers guidance to skills development providers who must be accredited by the QCTO to offer occupational qualifications.

In summary, the QCTO is responsible for:

- Establishment and management of the Occupational Qualification Sub-Framework (OQSF);
- Occupational Qualifications and skills programmes development and maintenance;
- Accreditation of Skills Development Providers;
- Accreditation of Assessment Centres;
- Assessment;
- Certification;
- Research and Knowledge Development; and
- Stakeholder Management and Advocacy.

4. SCOPE OF SERVICES AND DELIVERABLES

4.1. The successful bidders will be required to:

4.1.1. Supply Laptops and laptop accessories over a period of 36 months.

4.1.2. Support and maintain the above-mentioned laptops as per the contract and agreed Service Level Agreement (SLA).

4.1.3. Supply and maintain other IT equipment and accessories e.g., chargers and mouse.

4.1.4. Repair laptops and other related IT types of equipment.

4.2 Technical Specification

4.2.1 Model: HP EliteBook x360 1030 or Similar.

Model: HP EliteBook x360 1030 / Similar.
Notebook PC
Operating System
Windows 11
Processor
Latest Generation Intel® Core™ i7 processor
Memory & Storage:
16 GB memory; 512 GB SSD storage
Screen Size:
13.3" diagonal FHD display
Included
Microsoft Bluetooth Mouse for business BLACK
Warranty Period
Warranty Type
Security
Carry Bag
3 Year Extended
On-site
Notebook Combo Lock
EVERKI 106 Light /
Targus Intellect 15.6-inch Laptop Backpack Black or
Targus Octave 15.6" Black Backpack LARGE BACKPACK or similar
HP Universal USB-C Multiport Hub

4.2.2 Model: HP ProBook 440/640 / Similar.

Model: HP ProBook 440/640 / Similar.

Notebook PC
Operating System
Windows 11
Processor
Latest Generation Intel® Core™ i7 processor
Memory & Storage:
16 GB memory; 256/500 GB SSD storage
Screen Size:
14" diagonal FHD display
Included
Microsoft Bluetooth Mouse Black
Warranty Period
Warranty Type
Security
Carry Bag
3 Year extended
On-site
Notebook Combo Lock
EVERKI 106 Light /
Targus Intellect 15.6-inch Laptop Backpack Black or
Targus Octave 15.6" Black Backpack LARGE BACKPACK or similar

The laptops must have at least three (03) years on-site extended warranty. A service level Agreement must be signed by both parties before the first delivery.

4.3 EXPECTED OUTCOMES, DELIVERABLES AND RESPONSIBILITIES

4.3.1 SERVICE PROVIDER/S RESPONSIBILITIES

The Bidders must facilitate the management of the hardware warranty procedure of the equipment supplied to QCTO:

4.3.1.1 The Service Provider/s must be the only point of contact for QCTO to report faults and log calls for repairs of faulty equipment against the supplied equipment's warranties.

4.3.1.2 The warranty agreements are those agreements that are supplied by the supplied equipment's vendor.

- 4.3.1.3 The Service Provider/s must honour the warranty commitments of the Vendor; The Service Provider will inform QCTO of the Vendor's warranty commitment.
- 4.3.1.4 QCTO's service expectation is the next business day response and following business day resolution.
- 4.3.1.5 If the Vendor's warranty commitment cannot be met, it is the service provider/s responsibility to propose a solution (for example to supply QCTO with a loan equipment).
- 4.3.1.6 It is the Service Provider/s responsibility to supply QCTO with the pricing of the laptops per unit on an annual basis as per QCTO's financial year (End of March).
- 4.3.1.7 It is the Service Provider/s responsibility to supply QCTO with the rate at which non-warranty labour repairs will be priced on an annual basis per QCTO's financial year (End of March).
- 4.3.1.8 It is the service provider/s responsibility to ensure that their employees are suitably qualified and experienced.
- 4.3.1.9 It is the service provider/s responsibility to ensure that their employees have access to the necessary resources.
- 4.3.1.10 The Service Provider/s must supply QCTO with the times and processes of:
 - a. Logging a warranty claim call
 - b. Logging out of warranty calls
 - c. Escalation procedures.
- 4.3.1.11 The Service Provider/s are responsible for correct and timely invoicing.
- 4.3.1.12 The Service Provider/s are responsible to update QCTO on discontinued models and the latest available models on the market.

4.4 ENGAGEMENT MODEL

- 4.4.1 Up to five (05) panel members of service providers will be appointed.
- 4.4.2 The required service will be appointed based on written price quotations and invited on rotation.
- 4.4.3 QCTO reserves the right to remove a panel member due to consistently poor performance or any other serious breach.

5 PROJECT TIMELINES

The total duration shall be thirty-six (36) months, the QCTO shall review the bidder's performance at the end of every six (06) months and reserves the right to terminate the contract due to non-performance.

6 SERVICE LEVEL AGREEMENT

The successful bidders will be expected to enter into a service-level agreement with the QCTO. The service level agreement will include, amongst others, the following:

- i. Period of agreement;
- ii. Charges;
- iii. Non-performance;
- iv. Financial penalties and termination of the contract;
- v. Procedures relating to payments;
- vi. Terms of delivery
- vii. Reviews and penalties
- viii. Confidentiality; and
- ix. Disputes.
- x. Service provider's terms and conditions or proposed requirements covered in this specification.

7 EVALUATION CRITERIA

QCTO may request additional information, clarification, or verification regarding any information contained in the tenderer's proposal. This information will be requested in writing, and the bidder must provide the requested information within forty-eight (48) hours after the request has been made; otherwise, the bidder may be disqualified.

QCTO may conduct due diligence on any tenderer, which may include interviewing customer references or other activities to verify a tenderer's other information and capabilities (Including visiting the tenderer's various premises and/or sites to verify certain stated information or assumptions). In these instances, the tenderers will be obliged to provide QCTO with all necessary access, assistance and/or information which QCTO may reasonably request and to respond within the given time frame set by QCTO.

The 80/20 principle will be applied in terms of the Preferential Procurement Policy Framework Act. The Tender will be evaluated in Three stages

Stage 1: Mandatory Evaluation

During this stage, proposals will be reviewed to determine compliance with all mandatory requirements and such documents must be signed by a duly authorised representative.

Stage 1: Pre-Qualification (Mandatory Evaluation)

I/We have attached to this document:	Tick if submitted		Office use
	Yes	No	
• Four (04) hard copies of the technical bid document including the duly completed terms of references document (initialled by authorised signatories)			
• Submission of the tender pricing(Annexure A) together with the completed SBD 3.3 (Separately sealed in an envelope labelled PRICING).			
• One (1) USB Submission of the technical bid document including the duly completed terms of references document (initialled by authorised signatories)			
• Proof of company/closed corporation registration and a copy of CM/CK certificates			
• Copies of the identity documents of those with equity/shares			
• Duly Completed Standard Bidding Documents (SBD 1, SBD 4, SBD 6,1)			
• CSD Registration (National Treasury)			
• Letter of Good standing (COIDA) issued by Department of Labour			

Note: Failure to meet any or all of the above mandatory requirements will lead to bidder being disqualified.

Stage 2: Functionality

Only bidders that qualified at the Mandatory Evaluation will be evaluated on functionality. At this stage, the evaluation process will be based on the service provider's responses in respect of their proposals against specifications and quality.

No.	Evaluation Criteria	Guideline	Scoring	Points
1	Company Experience	<p>Provide contactable references</p> <p>Reference should be where services of a similar nature (i.e., supply & maintenance of computer equipment) were provided.</p> <p>Official reference on a Letterhead from your Clients with the following:</p> <ul style="list-style-type: none"> Name of your business mentioned. Officially signed and dated Recommendations <p>(in addition, Bidders must complete the <u>COMPULSORY FORM FOR REFERENCES</u>)</p>	<ul style="list-style-type: none"> Five (05) and above Reference Letters = 30 points Three (03) to Four (04) Reference Letters = 20 points One (01) to Two (02) Reference Letters = 10 points 	30
2	Warranty	<p>Detailed warranty certificates must specify the following</p> <ul style="list-style-type: none"> Covered components Components not covered Any special conditions Warranty period (Durations) 	<ul style="list-style-type: none"> Three (03) years and more = 40 points One (01) to Three (03) years = 20 points 	40
3	Delivery undertaking	<p>An undertaking on the Bidder's company letterhead stipulating the expected delivery time from the date of issue of the official Purchase Order.</p> <p>Bidders are required to indicate delivery timelines after receiving an official Purchase Order.</p>	<ul style="list-style-type: none"> Delivery within 1- 3 working days = 15 points Delivery within 3 - 5 working days = 10 points Delivery Within 5 - 7 working days = 05 points 	15

No.	Evaluation Criteria	Guideline	Scoring	Points
4	Product Specialist	<p>Bidders should be a Certified Original Equipment Manufacturer (OEM) /authorised product reseller/ partner</p> <p>This should be in the form of an official letter from the hardware distributor or OEM.</p>	<ul style="list-style-type: none"> Certified Original Equipment Manufacturer letter/authorised product reseller letter / partner letter = 15 No proof submitted = 0 points 	15
				100

Each criterion shall be assessed and scored on the evaluation sheet using the above points.

Threshold: Bidders who score less than **70 out of 100 points on functionality will not be considered for Price and Specific goals and will be disqualified for this project.**

Stage 3: Price and Specific Goals

Only bids that achieved the minimum qualifying score/percentage for functionality will be considered further in terms of the **80/20 preference point system**.

The formulae to be utilised in calculating points scored for the preference point system will be included in the tender document.

Step 1 will be the calculation of points for price where the lowest bid will score 80 points for price, while bids with higher prices will score lower points for price on a pro-rata basis.

The following formula will be utilised to calculate the points for price in respect of tenders with a Rand value below R50 000 000 (all applicable taxes included):

$$P_s = 80 \left[1 - \left(\frac{P_t - P_{min}}{P_{min}} \right) \right]$$

Where:

P_s = Points scored for comparative price of proposal or offer under consideration;

P_t = Comparative price of proposal or offer under consideration; and

P_{min} = Comparative price of lowest acceptable proposal or offer.

Step 2 will be the calculation of points for the Specific goals contribution where 20 points will be awarded to a Bidder as per table below:

Specific goals	Definitions
Women	5 points can be claimed by bidders who have owners/directors who are Black women regardless of the percentage of ownership
Youth	5 points can be claimed by bidders who have owners/directors who are Black persons from the age of 16 to 35 regardless of the percentage of ownership
Historically Disadvantaged Individuals (HDI)	10 points can be claimed by bidders who have owners/directors that are Historically Disadvantaged Individuals, females or disabled South African persons regardless of the percentage of ownership

Note: Non-compliant contributors or failure to provide certification or affidavit substantiating the attainment of any of the Specific goals criteria will result in the Bidder being awarded zero (0) points for the Specific goal. In the case of B-BBEE certificates, the bidder must also submit the full verification report, which shows the percentage of Women, Youth and HDI (Historically Disadvantaged Individuals) ownership.

7.1 CALCULATING THE FINAL SCORE

The points scored for the price (step 1) will be added to the points scored for the Specific goals (step 2) to obtain the bidder's total points scored out of 100.

AREAS OF EVALUATION	POINTS
Price	80
Specific Goals	20
Total	100

8. TENDER VALIDITY PERIOD

The validity period for this tender is 180 days.

9. ENQUIRIES

Any technical enquiries regarding the terms of reference shall be directed in writing to:

Mr. Tafadzwa Ramhewa

Email: Ramhewa.T@qcto.org.za

Contact persons for SCM and related administrative issues:

Mr. Lekhotla Motloun

Email: tenders@qcto.org.za

ANNEXURE A: PRICING

PRICING TEMPLATE: SUPPLY, DELIVER AND MAINTAIN LAPTOPS FOR THE QUALITY COUNCIL FOR TRADES AND OCCUPATIONS ON AN ADHOC BASIS FOR A PERIOD OF THIRTY –SIX (36) MONTHS.

NOTE: All requirements (items and quantities) listed below and included in the price schedule template for completion must be adhered to for costing and evaluation purposes.

Please do not create your own template, complete Schedule as indicated below.

Description	Quantity	Price
Model: HP EliteBook x360 1030/ Similar	1	R
Model: HP ProBook 440/640/ Similar	1	R
Total Price inclusive of VAT (if applicable)		R

Accessories

HP EliteBook x360 1030/ Similar	
Laptop Backpack	R
HP Envy USB-C Hub	R
Notebook Combo Lock	R
Bluetooth Mouse	R
HP USB-C G5 Essential Dock	R

Accessories

HP ProBook 440/640/ Similar	
Laptop Backpack	R
Notebook Combo Lock	R
Bluetooth Mouse	R

COMPULSORY FORM FOR REFERENCES.

Bidders must substantiate each reference with a letter from the organisation where the services were rendered.

Name of company	Service rendered	Start date	End date	Value of the contract