

TERMS OF REFERENCE

FOR

THE APPOINTMENT OF A SUITABLE AND EXPERIENCED SERVICE PROVIDER FOR THE DESIGN, SUPPLY, INSTALLATION AND MAINTENANCE OF A NEW HVAC (HEATING, VENTILATION AND AIRCONDITIONING) SYSTEM FOR A PERIOD OF 60 MONTHS.

INVITATION TO BID

THE APPOINTMENT OF A SUITABLE AND EXPERIENCED SERVICE PROVIDER FOR THE DESIGN, SUPPLY, INSTALLATION AND MAINTENANCE OF A NEW HVAC (HEATING, VENTILATION AND AIRCONDITIONING) SYSTEM FOR A PERIOD OF 60 MONTHS

TENDER NO: QCTO 07/2025

Closing Date	Address for Submission
Date: 06 February 2026 Time: 11:00	Quality Council for Trade and Occupations Tender Box @ Reception 256 Glyn Street Hatfield Pretoria 0083

Late Submissions will not be considered

Bidder's Name		
Address		
Contact person		
Contact numbers	(w)	(cell)
Email address		

SITE BRIEFING SESSION

Compulsory Briefing Session

Date: 22 January 2026

Time: 11:00am – 12:00pm

Venue: QCTO Offices, 256 Glyn Street,
Hatfield, Pretoria

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1. INTRODUCTION

The QCTO 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, among others, are to develop standards for occupational qualifications, including trades and skills programmes; accredit skills development providers and assessment centres; conduct assessments; ensure quality assurance; and issue certificates to qualifying learners.

Therefore, the QCTO is responsible for standards generation and maintenance, as well as the 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 service providers who are interested in rendering services for the design, supply, installation and maintenance of a new HVAC (heating, ventilation and air-conditioning) system for a period of 60 months at the Quality Council for Trades and Occupations (QCTO), as specified herein and in accordance with the General Conditions of the offer, as well as the specifications, are requested to complete this bid document together with all the standard bidding documents in full.

2. 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.

3. PURPOSE

The purpose of this bid is for the QCTO to appoint a suitable service provider the design, supply, installation and maintenance of a new HVAC (heating, ventilation and air-conditioning) system for a period of 60 months. Removal of the old HVAC equipment and environmentally compliant disposal thereof.

The QCTO has one site situated in Hatfield, Pretoria which consists of two buildings (Building A and B). The size for building A is 3950.07 m² and for building B is 1528.92 m² and the total for the two buildings is (5,478 m²).

Building A has a ground floor, first floor, and basement.

Building B has a ground floor, the first floor and basement

4. TENDER SUBMISSION AND COMPLIANCE

Prior to submission, the bidders 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 bidder.

Bids received late shall not be considered. The tender (bid) box shall be closed at exactly 11:00 am of the closing date and bids arriving late will not be considered under any circumstances. Bids received late shall be returned unopened to the bidder. Bidders are therefore strongly advised to ensure that bids be dispatched at such a time that will accommodate of any unforeseen events that may delay the delivery of the bid.

NB: Please create an index page for ease of reference. Paginate your bid submission by using numbered file dividers or a similar system. Each page should be initialled with black ink.

BID FORMAT

A detailed Bid in response to these Terms of Reference must be submitted. The Bid should contain all the information required to evaluate the bid against the requirements stipulated in these terms of reference.

The following must be attached to the Bid as annexures:

- **Annexure B:** Summary of experience (Must use attached template).
- **Annexure B1:** Pricing information. Price Bids must include VAT and should be fully inclusive to deliver all outputs indicated in the terms of reference (Must use attached Excel template).
- The published terms of reference (this document, including Annexure A to this document).

Bidders must adhere to the below list for submission:

Table 4 (a)

I/We have attached to this document:	Tick if submitted		Office use
<ul style="list-style-type: none"> Four hard copies of the technical bid document including the duly completed terms of references document (initialled by authorised signatories) 	Yes	No	
<ul style="list-style-type: none"> Annexure B: Summary of experience (Must use attached template). 	Yes	No	
<ul style="list-style-type: none"> Submission of one pricing completed SBD 3.3, together with Annexure B1 (Must use attached Excel template). (Separately sealed in an envelope labelled PRICING). 	Yes	No	
<ul style="list-style-type: none"> One (1) USB Submission of the technical bid document including the duly completed terms of references document (initialled by authorised signatories) 	Yes	No	
<ul style="list-style-type: none"> Duly Completed Standard Bidding Documents (SBD 1 SBD 4, SBD 6,1) 	Yes	No	
<ul style="list-style-type: none"> Proof of CSD Registration (National Treasury) MAAA number on the SBD1 (invitation to bid) and attach CSD report. If there will be subcontracting, proof of CSD registration of the sub-contractor must be submitted 	Yes	No	
<ul style="list-style-type: none"> Proof of company/closed corporation registration and a copy of CM/CK certificates 			
<ul style="list-style-type: none"> Tax Compliance Requirements 	Yes	No	

4.1. Pricing

- 4.1.1. The bidder must submit details regarding the Bid price for the services on the pricing schedule provided in SBD 3.3, and Annexure B 1. The completed form/s must be submitted together with the **Annexure B1** in 1 envelope.
- 4.1.2. Bidders are required to indicate their rates (costs) inclusive of all applicable taxes.
- 4.1.3. The attached spreadsheet (**B1**) must be used to cost the Bid.
- 4.1.4. The price Bid must include VAT (if applicable) and should be fully inclusive to deliver all outputs indicated in the terms of reference.
- 4.1.5. Bidders must ensure that the Total Bid Price (Including VAT) must be the same on SBD 3.3 and on the Annexure B1: Costing/Price Schedule. Failure to comply with this requirement will lead to disqualification.
- 4.1.6. All other cost increases will be negotiated, not exceeding the actual inflation rate (CPI).
- 4.1.7. QCTO will not provide upfront payments.

NB: Failure to provide the pricing bid and errors on calculations will invalidate the bid and result in immediate disqualification of the bid

4.2. PARTNERSHIPS AND LEGAL ENTITIES

In the case of the bidder being in 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 Bid.

4.3. CONSORTIUMS AND JOINT VENTURES

- 4.3.1. If the bidding unit emanates from a joint venture or collaborative partnership or consortium (including a newly formed company), the individual entities that make up the bidding unit should each provide all the mandatory requirements.
- 4.3.2. Should all the requirements in respect of the bidding unit or the individual entities not be met, the bidding unit will be disqualified.
- 4.3.3. It is recognised that bidders may wish to form consortia to provide the services.
- 4.3.4. In response to this invitation to bid, a consortium shall comply with the following requirements:
 - A copy of the agreement entered by the consortium members shall be submitted with the Bid. It shall be signed to be legally binding on all consortium members.
 - The Bid document shall be signed to be legally binding on all consortium members.
 - One of the members shall be nominated by the others as authorized to the lead member and this authorisation shall be included in the agreement entered between the consortium members.
 - 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.

5. SCOPE AND DEFINITION OF WORK

The service provider shall complete ALL installation and maintenance of aircons within the two buildings of the QCTO and be responsible for design, supply, installation and maintenance services. Decommissioning of the existing of the chiller plant, removal of the old HVAC equipment and plant as well as environmentally compliant disposal thereof.

The QCTO reserves the right to seek alternative price quotation on any items that are required for out - of warranty / wear-and-tear repairs. The new HVAC system should be energy -efficient and be low noise in terms of the ambient decibel level in normal operation within the QCTO work area. The new HVAC system must be as easy to maintain as possible, have humidity control and use environmentally friendly refrigerant gases.

The HVAC system should have different independently controllable zones to allow for user temperature preferences per work area.

5.1. Installation of new HVAC Equipment and plant, including but not limited to:

- 5.1.1. Chiller plant
- 5.1.2. Ducting and cabling
- 5.1.3. Aircon units in offices and common areas
- 5.1.4. Extractor fans in bathrooms and other areas
- 5.1.5. Repair of ceiling panels where they have been removed to allow for new HVAC system ducts or related equipment.

5.2. The appointed Service provider should conduct all repairs and maintenance to keep the plant and all associated HVAC equipment working efficiently.

Repairs may include the following but not limited to:

- 5.2.1. Regas of air conditioner Testing of water pressure and flow
- 5.2.2. Respray of the unit where corroded and necessary
- 5.2.3. New remote-control units
- 5.2.4. Replacement of drainage piping system,
- 5.2.5. Replacement of electrical components and wiring
- 5.2.6. Replace Evaporator
- 5.2.7. Replace condenser
- 5.2.8. Repair leaks in the gas system
- 5.2.9. Replace compressor
- 5.2.10. Replace thermostat
- 5.2.11. Replace PC board
- 5.2.12. Replace air filters
- 5.2.13. Replace condenser fan
- 5.2.14. Replace gas system pipes

5.3. Inspection and maintenance

ALL minor and major services as per the manufacture specification (monthly, quarterly, bi-annually and annually inspection and services) per unit.

5.3.1. Ad hoc inspections per unit

5.4. Upgrades

Any new/additional requests from the QCTO that need extra equipment that was not part of the initial scope, shall be subject to approval of the bidder's quotation by the QCTO

Upgrades involve improving or replacing parts of an existing HVAC system that the QCTO will require. **This will include but not be limited to;**

- 5.4.1. Equipment Replacement
- 5.4.2. Control System Enhancements
- 5.4.3. Ductwork and Ventilation Improvements

5.5. Duties and Responsibilities of the service providers

The appointed service provider shall be responsible for the following tasks:

Adhoc inspection of suspected faulty air-conditioners should include but not limited to the following:

- 5.5.1. Removal of the old equipment and disposal according to the applicable environmental laws and regulations
- 5.5.2. Clean filters, seals and driers.
- 5.5.3. Clean Evaporators.
- 5.5.4. Check condenser fan.
- 5.5.5. Check Evaporator fan.
- 5.5.6. Check for noise and vibration and test for oil and refrigerant leaks and check brackets and tighten loose nuts.
- 5.5.7. Check condensate drainage
- 5.5.8. Check the remote control and replace batteries if required
- 5.5.9. Check and note Horsepower and Local power settings and adjust if necessary
- 5.5.10. Measure temperature differences, indoor and outdoor
- 5.5.11. Indicate any other problems identified by the inspection

5.6. Emergency and Reactive Services

A straightforward escalation procedure must be given by the appointed service provider, including a telephone number and email that are reachable and monitored 24/7/365 days.

- 5.6.1. Respond promptly to logged calls pertaining to the HVAC system
- 5.6.2. Attend to emergency callouts within:
 - 2 hours during working hours
 - 4 hours after hours/weekends/public holidays
- 5.6.3. Diagnose aircon issues and propose cost-effective solutions.
- 5.6.4. Ensure all emergency repairs are done in compliance with safety and legal requirements.

6. Compliance and Safety

- 6.1.1. Ensure all maintenance work complies with the Occupational Health and Safety Act, SANS standards, and relevant building codes.
- 6.1.2. Provide all required Certificates of Compliance (CoC) for the plant and HVAC system.
- 6.1.3. Always wear appropriate Personal Protective Equipment (PPE) while on site.
- 6.1.4. Maintain a safe and clean work environment during and after all tasks.
- 6.1.5. Perform a comprehensive assessment and full diagnosis on work that needs to be completed
- 6.1.6. Service provider shall bring their own first aid kit on site
- 6.1.7. Contractor must comply with the QCTO Permit to Work and Safe operation procedures

7. Recordkeeping and Reporting

Complete job cards for each assignment detailing:

- 7.1. Nature of work done
- 7.2. Parts and materials used
- 7.3. Duration of work
- 7.4. Signature of QCTO representative
- 7.5. Submit monthly reports detailing inspections, findings, and recommendations.
- 7.6. Maintain and update a register of all Certificates of Compliance issued.
- 7.7. Attend scheduled meetings with QCTO facilities or contract management teams.
- 7.8. Provide itemised quotations and invoices for materials or additional work outside the service agreement.
- 7.9. Coordinate with QCTO's appointed officials for access, approvals, and sign-offs.
- 7.10. Submission of reports, invoices, completed job card and other related documents.
- 7.11. All new installations, replacements and repairs must be approved by AENP prior to works being carried out.

8. KEY SANS Standards for HVAC

The SANS to be followed for the HVAC system

- 8.1. **SANS 10400-O:**
This standard focuses on heating, ventilation, and air conditioning in buildings, covering design, installation, and maintenance.
- 8.2. **SANS 204-1:**
This standard provides general requirements for energy efficiency in buildings, including HVAC systems.
- 8.3. **SANS 941:**
This standard sets Mandatory Minimum Energy Performance Standards (MEPS) for air conditioners and other heat-driven equipment.
- 8.4. **SANS 10147:**
This standard regulates the design, installation, and maintenance of refrigeration systems, including air conditioning.

The Service provider should also advise on any Global best practices regarding HVAC systems. Current typical warranties for the various components.

9. COMPANY REQUIREMENTS

The following must be submitted:

- 9.1. Valid Letter of Good Standing / Valid COIDA Certificate
- 9.2. SAQCC Gas Registration Certificate, accredited by SARACCA members association.
- 9.3. Certified copies of Identity Documents (IDs) and or valid passport for Non-South African citizen of company directors.
- 9.4. The personnel must be South African Citizens and valid work permit for Non-South African. Submit certified copies of South African Identity Documents (IDs) and or valid passport for Non- South African
- 9.5. Proof of company/closed corporation registration and a copy of CM/CK certificates
- 9.6. CSD Registration (National Treasury)
- 9.7. A detailed Project plan demonstrating understanding of the scope of work, expected milestones and good risk management.

10. DELIVERABLES AND TIME FRAMES

The service provider must ensure that the services are provided for sixty (60) months from the start date of the contract. QCTO shall review the bidder's performance annually and reserves the right to terminate the contract due to non-performance.

DELIVERABLES	TIMEFRAME
Inception Meeting Signing of the SLA Project plan/ Schedule of works	March 2026
Design document	1 month
Manufacture and sourcing of HVAC plant and equipment	4 months
Decommissioning and Removal of the existing HVAC plant and equipment	1 month
Installation of the new HVAC plant and equipment	2 months
Commissioning, testing, and engineering sign off	1 week
Training and handover	1 week
Maintenance of the new HVAC system	Up to 60 months

11. EXPERIENCE / SKILLS / PAST PERFORMANCE / TEAM REQUIRED

The attached spreadsheet Annexure B must be used to summarise qualifications, skills and experience.

11.1 Company Experience

The service provider must have a minimum of five (05) years of operational experience in for design, supply, installation and maintenance services projects previously executed. To support this, service providers are required to submit reference letter/s (on the letterhead of the company and signed by management of that company) as proof that they have successfully rendered the services, or that they have been providing similar services for at least five (05) years. The reference letter/s should include contactable details for verification purposes. The attached template (**Annexure B**) must be used to summarise the experience.

11.2 Qualifications and Experience Required

The following table illustrates the minimum qualifications and experience required for

Table 11.2(a)

Roles*	Qualifications	Experience
Professionally registered mechanical engineer	A minimum of a Bachelors degree in Mechanical Engineering – NQF Level 7 Engineering Council of SA (ECSA) Pr.Eng	<ul style="list-style-type: none"> Minimum of five years in designing and commissioning
Electrical engineer	A minimum of a National Diploma in electrical engineering-NQF 6	<ul style="list-style-type: none"> A minimum of five years of experience in electrical engineering
Civil / Structural engineer	A minimum of a National Diploma in structural / civil engineering – NQF 6	<ul style="list-style-type: none"> A minimum of five years experience in structural / civil engineering
Foreman	Trade Qualification: Trade test certificate, for Refrigeration Mechanic or Air Conditioning Technician. NQF Level 4/5 with SAQCC Gas Registration	<ul style="list-style-type: none"> A minimum of three years practical experience in plant installation, operation, maintenance, and repair of HVAC

QCTO reserves the right to verify all qualifications through the South African Qualifications Authority and to verify experience indicated on CVs with third parties.

12. EVALUATION

QCTO may request additional information, clarification, or verification regarding any information contained in a bid. 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 will be disqualified.

QCTO may conduct due diligence on any bidder, which may include interviewing customer references or other activities to verify a bidder's other information and capabilities (Including visiting the bidder's previous premises and/or sites to verify certain stated information or assumptions). In these instances, the bidders will be obliged to provide QCTO with all necessary access, assistance, and/or information that 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.

12.1. STAGE 1: MANDATORY REQUIREMENTS

During this stage, the bid will be reviewed to determine compliance with all mandatory requirements and such documents must be signed by a duly authorized representative. Failure to meet or submit any or all the above mandatory requirements will lead to the bidder being disqualified.

Table 12.1 (a)

NO	I/We have attached to this document:	Tick if submitted		Office use
1	Valid COIDA letter of good standing / certificate	Yes	No	
2	Professional Indemnity Insurance for lead mechanical engineer	Yes	No	
3	Trade test certificate, such as a Refrigeration Mechanic or Air Conditioning Technician for Foreman .	Yes	No	
4	CIDB grading - 6 ME (Mechanical Engineering) or higher	Yes	No	
5	Certified copies of the identity documents of those with equity/shares	Yes	No	
6	Proof of company/closed corporation registration and a copy of CM/CK certificates	Yes	No	
7	CSD Registration (National Treasury)			

Note: Failure to meet all the above mandatory requirements will result into disqualification

12.2. STAGE 2: FUNCTIONALITY

Only bidders that qualified during the Mandatory Evaluation will be evaluated on functionality. At this stage, the evaluation process will be based on the bidder's responses in respect of their Bids against the Terms of Reference and quality.

Table 12.2(a): Qualifying Bid will be evaluated on the following:

No	Evaluation Criteria	Guideline	Scoring	Points
1	Company experience	<p>Demonstrate adequate experience through the number, types of similar projects/assignments undertaken. The service provider must have a minimum of five (05) years of operational experience as per paragraph 8.1.</p> <p>Bidders are expected to attach reference letters or project completion certificates in the last 5 years from previous clients for contracts undertaken.</p> <p>Reference letters must contain the following:</p> <ul style="list-style-type: none"> Signed and on an entity letterhead. Clearly indicate the type of service provided. Reference letters to be dated and signed Contract duration. Relevant contact person's name, surname and position Relevant contact number/s <p>QCTO reserves the right to contact these organisations, without prior notice to the bidder</p>	<ul style="list-style-type: none"> 04 or more reference letters provided = 40 points 03 Reference letters provided = 30 points 02 Reference letters provided = 20 points 01 Reference letter provided = 10 points No reference letters provided = 0 points 	40
2	Qualification: Professionally registered mechanical engineer	A minimum of a Bachelors degree in Mechanical Engineering – NQF Level 7 and Engineering Council of SA (ECSA) Pr.Eng	<ul style="list-style-type: none"> Bachelor's degree= 15 points No bachelor's degree= 0 points 	15
3	Experience: Professionally registered mechanical engineer	A Minimum of five years in designing and commissioning HVAC systems.	<ul style="list-style-type: none"> Five or more years' experience in designing and commissioning = 15 points 3 to 4 years' experience in designing and commissioning = 10 points Less than 3 years' experience in designing and commissioning = 0 points 	10
4	Qualification: Electrical engineer	A minimum of a National Diploma in electrical engineering-NQF 6	<p>A minimum of a Diploma in electrical engineering = 5 points</p> <p>No Diploma in electrical engineering = 0 points</p>	5

No	Evaluation Criteria	Guideline	Scoring	Points
5	Experience: Electrical engineer	A minimum of five years experience in electrical engineering	Five or more years' experience in electrical engineering = 5 points 3 to 4 years' experience in electrical engineering = 3 points Less than 3 years' experience in electrical engineering = 0 points	5
6	Qualification: Civil / Structural engineer	A minimum of a National Diploma or higher in structural / civil engineering – NQF 6	A minimum of a Diploma in structural / civil engineering = 5 points No Diploma in structural / civil engineering = 0 points	5
7	Experience: Civil / Structural engineer	A minimum of five years experience in structural / civil engineering	Five or more years' experience in Civil / Structural engineering = 5 points 3 to 4 years' experience in Civil / Structural engineering = 3 points Less than 3 years' experience in Civil / Structural engineering = 0 points	5
8	Project Methodology	A detailed methodology and approach, including the implementation/project plan on how the service provider will deliver the services. A detailed Project plan demonstrating understanding of the scope of work, expected milestones and good risk management.	Detailed Project plan demonstrating understanding of the scope of work, expected milestones and good risk management = 10 points Detailed Project plan demonstrating understanding of the scope of work and expected milestones = 5 points Detailed Project plan but does not demonstrate understanding of the scope of work = 3 points	05
9	Qualification: Foreman	Trade Qualification: Trade test certificate, for Refrigeration Mechanic or Air Conditioning Technician. NQF Level 4/5 with SAQCC Gas Registration	Trade test certificate and NQF Level 4/5 with SAQCC Gas Registration = 05 No Qualification and SAQCC Gas Registration = 0 points	05
10	Experience: Foreman	A minimum of three years practical experience in plant installation, operation, maintenance, and repair of HVAC	Three years of practical experience in plant installation, operation, maintenance, and repair of HVAC = 05 points Two years of practical experience in plant installation, operation, maintenance, and repair of HVAC = 03 points Less than 2 years' experience = 0 points	05
	Total			100

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

Threshold: Bidders who score less than **80** out of **100** points will not be considered for Price and Specific Goals and will be disqualified for this project

12.3. 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 Bid with a Rand value below R50 000 000 (all applicable taxes included):

$$Ps = 80(1 - \frac{Pt - Pmin}{Pmax - Pmin})$$

Where:

Ps = Points scored for comparative price of Bid or offer under consideration.

Pt = Comparative price of Bid or offer under consideration; and

Pmin = Comparative price of lowest acceptable Bid 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 the table below:

Specific goals	Definitions	Number of Points
Women ownership with at least 50%. >50% = 5 points <50% = 0 point	5 points can be claimed by bidders who have owners/directors who are Black women with at least 50% of ownership	5
Youth ownership with at least 50%. >50% = 5 points <50% = 0 point	5 points can be claimed by bidders who have owners/directors who are Black persons from the age of 16 to 35 with at least 50% of ownership	5
Black ownership with at least 50%. >50% = 10 points <50% = 0 point	10 points can be claimed by bidders who have owners/directors who are Black with at least 50% of ownership	10

Note: 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 that B-BBEE certificates are used to substantiate the points, the bidder must submit the full verification report, which shows the percentage of black ownership, Women, Youth and address for locality (see SBD 6.1 page 4 for verification documents).

13. 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 tenderer's total points scored out of 100.

AREAS OF EVALUATION	POINTS
Price	80
Specific Goals	20
Total	100

14. SPECIAL CONDITIONS APPLICABLE TO THIS BID

- QCTO will furnish the Service Provider with all relevant and available data and information, which is necessary to perform the services under the agreement.
- A Certificate of Disposal must be supplied to the QCTO for the old HVAC system removed.
- The salvage cost of the removed old HVAC equipment must be subtracted from the total submitted tender price (Nett of labour and transport costs incurred).
- QCTO will become the owner of all information, documents, programmes, advice and reports generated and compiled by the Service Provider in the execution of the services.
- The copyright of all documents and reports compiled by the Service Provider will vest in QCTO and may not be reproduced or distributed or made available in any other way without the written consent of QCTO.
- All information, documents, programmes and reports must be regarded as confidential and may not be made available to any unauthorized person or institution without the written consent of QCTO.
- Appointment is subject to both parties agreeing with the Service Level Agreement; both parties must sign the agreement.
- The Service Provider is entitled to general knowledge acquired in the execution of this agreement and may use it, if it shall not be to the detriment of the QCTO.
- The successful bidder shall provide the service required based on the set timelines agreed with QCTO.
- Conditions stipulated in the general conditions of the contract will be applicable should any of the parties fail to deliver (read together with the Service Level Agreement signed by both parties).
- On termination of the agreement, for whatever reason (s), all documents, programmes, reports, must be handed to QCTO, The Service Provider relinquishes the right of retention thereof.
- The Service Provider will be liable for any loss/damage of assets during the contract period.
- The bidder's officials must make themselves available for court proceedings and/or QCTO internal disciplinary and arbitration proceedings as required.
- Financial penalties will be issued as determined in the Service Level Agreement.
- The successful Service Provider should be able to work with other Service Providers.

15. GENERAL CONDITIONS OF CONTRACT

The General Conditions of Contract (GCC) must be accepted. QCTO reserves the right to implement remedies as provided for in the GCC.

The GCC can be downloaded from the Treasury Website. Please refer to the link below:

<http://www.treasury.gov.za/divisions/ocpo/sc/GeneralConditions/General%20Conditions%20of%20Contract.pdf>

16. SERVICE LEVEL AGREEMENT

The successful bidders will be expected to enter into a Service Level Agreement (SLA) with the QCTO.

The contract shall be for a maximum duration of 36 months subject to an annual appraisal and confirmation of compliance with the bid requirements.

The SLA will include, amongst others, the following:

- i Period of agreement;
- ii Pricing Conditions;
- iii Changes to the proposed team;
- iv Method of communication and reporting;
- v Non-performance;
- vi financial penalties and termination of the contract;
- vii Procedures relating to payments;
- viii Procedures relating to management reports;
- ix Terms of deliverables
- x Reviews;
- xi Uncompleted work;
- xii Confidentiality; and
- xiii Disputes.

The QCTO has a standard template for Service Level Agreements into which both parties (QCTO and the successful bidder) will provide inputs. This SLA shall be the sole document governing the business relationship between the QCTO and the successful bidder. No additional agreements may supersede or govern the SLA.

17. ACCEPTANCE OF BID

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 organization. QCTO reserves the right to accept the offer in full or in par

18. TENDER VALIDITY PERIOD

The validity period for this bid is **180 days**.

19. ENQUIRIES

Any technical enquiries regarding the terms of reference shall be directed in writing to:
Mr. Nkagisang Motalaote
Email: motalaote.n@qcto.org.za

Contact persons for SCM and administrative-related issues:
Mr. Lekhotla Motloung
Email: tenders@qcto.org.za