

TERMS OF REFERENCE

FOR

**THE APPOINTMENT OF A SUITABLE AND EXPERIENCED
SERVICE PROVIDER FOR GENERAL MAINTENANCE,
SUPPLY AND MAINTENANCE FOR A PERIOD OF THREE
YEARS (36 MONTHS).**

INVITATION TO BID

THE APPOINTMENT OF THE SUITABLE AND EXPERIENCED SERVICE PROVIDER FOR GENERAL MAINTENANCE, SUPPLY AND MAINTENANCE FOR A PERIOD OF THREE YEARS (36 MONTHS).

TENDER NO: QCTO 03/2025

Closing Date	Address for Submission
Date: 13 August 2025 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 VISIT INFORMATION

Compulsory Site Visit
Date: 31 July 2025
Time: 11:00am – 12:00pm

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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 general maintenance, supply and maintenance for a period of three years (36 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 for general maintenance, supply and maintenance for a period of three years (36 months). The service provider contracted by the QCTO will be required to perform general building and facilities maintenance and repairs services including planned maintenance, minor repairs to prevent major failures, corrective maintenance that addresses breakdowns, repairs, and replacements of faulty components and emergency maintenance. Responding to urgent situations like leaks, and structural damage for the period of 36 months on an 'as and when required' basis. also include regular inspections, record-keeping, and reporting on maintenance activities

The Contractor shall maintain a stock of spare parts and materials at his head office as required to perform the maintenance work specified herein and as directed by QCTO. The Contractor shall provide all labour, supervision, administration and management, equipment, tools, supplies and materials to perform the maintenance services complete as specified herein.

The scope also includes a 24hr, Monday to Sunday including holidays emergency standby service as and when required by QCTO. All planned work will be carried out during normal working hours at the cost tendered for in the Bill of Quantities. Visits to the premises will be as scheduled for the contractor to carry out maintenance work as per the specification.

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 despatched 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 this 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
	Yes	No	
• Technical bid document including the duly completed terms of references document (initialled by authorised signatories)			
• Annexure B: Summary of experience (Must use attached template).			
• Submission of one pricing together with the completed SBD 3.3 , together with Annexure B1 (Must use attached Excel template).			
• Duly Completed Standard Bidding Documents (SBD 1 , SBD 4 , SBD 6,1)			
• 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			
• Tax Compliance Requirements			

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 pricing schedule (SBD1) and on the Annexure B1: Costing/Price Schedule. Failure to comply with this requirement will lead to disqualification.
- 4.1.6. 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.
- 4.1.7. Bidders must ensure that they indicate the Bid Prices (Including VAT) for each year on the Annexure B1: Costing/Price Schedule
- 4.1.8. 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

All the Works: Repairs and maintenance shall be executed in accordance with the Original Equipment Manufacturer Requirements/Standards

- The service provider shall complete ALL general maintenance within the two buildings of the QCTO.
- The service provider shall maintain and fix all tools and equipment broken
- Install and replace floors, and stairs, and fix broken furniture as needed.
- The service provider must repair and paint doors, windows, walls, ceilings, roofs, and other parts of the building.
- All equipment and materials shall be serviced and repaired strictly in accordance with the manufacturers' specifications, instructions, and codes of practice.
- Replaced with new SABS and/or
- SANS approved components where necessary.

The primary activities of the project shall include but not be limited to the following,

General Building Maintenance Works:

- Painting and clearing of buildings
- Roof, Floor, Doors and Wall Repairs (annual roof maintenance)
- Refurbishment of office space
- Doors and windows components maintenance, including repairs, adjustments, and replacements
- Stormwater and drainage systems maintenance, including clearing blockages and repairs
- Security doors and safes repairs
- Exterior surface repairs (Paving) maintenance (incl. painting)
- Surfaces (walls and floors) finishing maintenance (incl. painting)
- Driveways maintenance, including patching, sealing, and repairs

5.1. Duties and Responsibilities of an Appointed Service Provider

- 5.1.1. The service provider must supply handyman service required by QCTO.
- 5.1.2. The service provider must be available on 24 hours basis / as an when the service is needed immediately including in case of emergency.
- 5.1.3. The service provider must ensure there is compliance in line the OHS Act.
- 5.1.4. All the relevant work permits, and authorization must be obtained before any work can be undertaken.
- 5.1.5. No work shall be undertaken without a written confirmation via e-mail in case of an emergency from the designated QCTO representative
- 5.1.6. Perform a comprehensive assessment and full diagnosis on work that need to be completed
- 5.1.7. Stripping of equipment should be completed within 5 hours, e.g.
 - Roof tiles
 - Basement gate
 - Doors, etc.
- 5.1.8. When a call is logged a contractor will be expected to visit the QCTO site within 2 hours.
- 5.1.9. Service provider must ensure that the handyman is always wearing Personal Protective Equipment (PPE).
- 5.1.10. Service provider shall bring their own first aid kit on site
- 5.1.11. Bidders will be required to submit invoices as proof for parts/services from OEM.
- 5.1.12. Service provider must bring all tools and equipment necessary for maintenance work, except where otherwise specified
- 5.1.13. Service provider must bring all materials, spare parts, components, and equipment needed for maintenance
- 5.1.14. QCTO reserves the right to inspect repairs and maintenance as well as parts removed and installed.
- 5.1.15. The service provider must ensure that the job performed is of good quality and is guaranteed
- 5.1.16. Submission of reports, invoices, completed job card and other related documents.
- 5.1.17. Contractor must comply with the QCTO Permit to Work and Safe operation procedures

5.2. Duties and Responsibilities of the General Foreman / Project manager

- 5.2.1. General Foreman / project manager on site
- 5.2.2. An employee who gives out work to and directly co-ordinates and supervises employees. His duties encompass any one or more of the following activities:
 - Supervision;
 - Maintaining discipline;
 - Ensuring safety on the workplace;
 - Being responsible to the Contractor for efficiency and production for his portion of the works; and
 - Performing skilled work, whether in an instructional capacity or otherwise.

6. COMPANY REQUIREMENTS

6.1. The following must be submitted:

- 6.1.1. Valid Letter of Good Standing - Valid COIDA (not older than 3 months)
- 6.1.2. Approved S/HE Policy
- 6.1.3. Approved S/HE Plan
- 6.1.4. The contractor shall be or have in his employment qualified Artisans leading maintenance teams, proof of qualifications for maintenance team leaders shall be provided on request
- 6.1.5. Certified copies of Identity Documents (IDs) and or valid passport for Non-South African citizen of company directors.
- 6.1.6. 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.

7. DELIVERABLES AND TIME FRAMES

The service provider must ensure that the services are provided for thirty-six (36) 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 Health and Safety Plan	August 2025
PPE Matrix and Records including the list of the PPE to be provided	Monthly
QCTO reserve the right to conduct criminal check	Quarterly
Approved S/HE Policy	Ongoing
Approved S/HE Plan	Ongoing
Maintenance Checklist and reports	Monthly

8. EXPERIENCE / SKILLS / PAST PERFORMANCE / TEAM REQUIRED

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

8.1. Company Experience

The service provider must have a minimum of three (3) years of operational experience in general maintenance. 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 three (3) years. The reference letter/s should include contactable details for verification purposes. The attached template (**Annexure B**) must be used to summarise the experience.

8.2. Qualifications and Experience Required

The following table illustrates the minimum qualification and experience required for

Table 8.2(a)

Roles*	Qualifications	Experience
Foreman/Project leader	<ul style="list-style-type: none"> Relevant general maintenance qualification Trade test Certificate NQF Level 5 <p>Proof of Qualification and Registered certificate must be attached. (certified copies)</p>	<p>3 years of experience in general maintenance (CV must be attached)</p> <p>(NB: Experience will not be considered without submission of the professional registration/trade test)</p>
Handyman x 3	<ul style="list-style-type: none"> Relevant general maintenance qualification NQF Level 4 Technical Skills <p>Proof of Qualification and Registered certificate must be attached. (certified copies)</p>	<p>3 years of experience in trade and in technical skills</p> <p>(CV must be attached)</p>

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

9. 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.

9.1. 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 9.1 (a)

NO	I/We have attached to this document:	Tick if submitted		Office use
		Yes	No	
1	Valid COIDA certificate			
2	Valid Certified: Proof of Insurance Cover (Public Liability)			
3	Approved S/HE Policy			
4	Approved S/HE Plan			
5	Certified copy of trade test certificate for Foreman/Project leader			

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

9.2. 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 Terms of Reference and quality.

Table 9.2(a): Qualifying Bid will be evaluated on the following:

No	Evaluation Criteria	Guideline	Scoring	Points
1	Capacity and experience	<p>Demonstrate adequate experience through the number, types of similar projects/assignments undertaken. The service provider must have a minimum of three (3) years of operational experience as per paragraph 8.1.</p> <p>Bidders are expected to attach a minimum of 3 reference letters or project completion certificates in the last 3 years from previous clients for contracts undertaken not less than 3 years.</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"> • 3 or more than 3 references provided = 50 points • 2 References provided = 40 points • Less than 2 References provided = 30 points • No references provided = 0 point 	50
2	Foreman/Project leader	<p>Experience of the Project Leader, Relative to General Maintenance projects CV of Project Leader indicating relevant experience.</p>	<p>3 or more years' experience in General Maintenance = 30 points</p> <p>2 years' experience in General Maintenance = 20 points</p> <p>Less than 2 years' experience in General Maintenance = 10 points</p>	30

No	Evaluation Criteria	Guideline	Scoring	Points
			No experience in General Maintenance = 0 points	
3	Handyman	3 years of experience in trade and in technical skills	3 years in trade and technical skills experience= 20 points 2 years in trade and technical skills experience= 10 points No trade and technical skills experience = 0 point	20
	Total			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 will not be considered for Price and Specific Goals and will be disqualified for this project

9.3. 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):

$$Ps=80(1-Pt-PminPmin)$$

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).

10. 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

11. 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.
- 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.

12. 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>

13. 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.

14. 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

15. TENDER VALIDITY PERIOD

The validity period for this bid is **120 days**.

16. ENQUIRIES

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

Ms. Itumeleng Mpe

Email: mpe.i@qcto.org.za

Contact persons for SCM and administrative related issues:

Mr. Lekhotla Motloun

Email: tenders@qcto.org.za