

REQUEST FOR QUOTATION

SENTECH INVITES SUPPLIERS FOR:

Project title:	Media Monitoring Services		
Quotation or Proposal no:	RFX6000003283		
RFQ Issue date:	19/02/2026		
Closing date:	27/02/2026		
Closing time:	12h00	Validity period:	90 days

You are invited to provide a quote to deliver the goods, services or works defined in the Scope of Work.

QUOTATIONS OR PROPOSALS TO BE RETURNED TO:

Quotations Administrator	Zanele Zulu		
Telephone no:	011 471-4000		
E-mail:	Quotations6@sentech.co.za		

Form of Offer and Acceptance

Offer

The Employer, identified in the Acceptance signature block, has solicited offers to enter into a contract for the services as stated in the RFQ: Scope of Work

The Service Providers, identified in the Offer signature block, has examined the documents listed in the RFQ and addenda thereto as listed in the Returnable Schedules, and by submitting this Offer has accepted the Conditions of this RFQ.

By the representative of the Service Provider, deemed to be duly authorised, signing this part of this Form of Offer and Acceptance the Service Provider offers to perform all of the obligations and liabilities of the RFQ under the contract including compliance with all its terms and conditions according to their true intent and meaning for an amount to be determined in accordance with the conditions of contract identified in the RFQ.

THE OFFERED TOTAL OF THE PRICES INCLUSIVE OF VAT IS:

(in _____ words)

.....

.....
 Rand;

R..... (in figures)

THE OFFERED PRICES ARE AS STATED IN THE PRICING SCHEDULE



This Offer may be accepted by the Employer by signing the Acceptance part of this Form of Offer and Acceptance and returning one copy of this document including the Schedule of Deviations (if any) to the Service Provider before the end of the period of validity stated in the RFQ, or other period as agreed.

Signature(s)

Name(s)

Capacity

For the tenderer:

Name & signature of witness
 (Insert name and address of organisation)
 Date

Acceptance

By signing this part of this Form of Offer and Acceptance, the Employer identified below accepts the Service Providers Offer. In consideration thereof, the Employer shall pay the Service Provider the amount due in accordance with the conditions of the RFQ. Acceptance of the Service Providers Offer shall form an agreement between the Employer and the Service Provider upon the terms and conditions contained in this RFQ.

Deviations from and amendments to the documents listed in the RFQ and any addenda thereto listed in the Returnable Schedules as well as any changes to the terms of the Offer agreed by the Service Provider and the Employer during this process of offer and acceptance, are contained in the Schedule of Deviations attached to and forming part of this Form of Offer and Acceptance. No amendments to or deviations from said documents are valid unless contained in this Schedule.

The Service Provider shall within two days of receiving a completed copy of this agreement, including the Schedule of Deviations (if any), contact the Employer’s agent to arrange the delivery of any securities, bonds, guarantees, proof of insurance and any other documentation to be provided in terms of the conditions of contract identified in the RFQ. Failure to fulfil any of these obligations in accordance with those terms shall constitute a repudiation of this agreement.

Notwithstanding anything contained herein, this agreement comes into effect on the date when the Service Provider receives one fully completed original copy of this document, including the Schedule of Deviations (if any).

Signature(s)

Name(s)

Capacity

for the Employer

Name & signature of witness
 (Insert name and address of organisation)
 Date

RFQ Data

1. ADMINISTRATIVE RESPONSIVENESS CRITERIA

1.1. Suppliers are required to ensure that they meet all the Administrative Responsiveness Criteria. Suppliers that do not meet all the Administrative Responsive Criteria may not be awarded this Quote. It is the service provider’s responsibility to ensure that they are tax compliant and that all required information is submitted to Sentech. Supplier’s providing quotations must be registered on the Sentech Supplier Database.

1.2. Quotations must be in a Company Letterhead.

- 1.3. Quotations or Proposals must be received on or before the closing date and time specified on the Call for Quotation or Proposal document.
- 1.4. Quotations or Proposals must be fully completed and signed in BLACK ink.
- 1.5. Quotations must be submitted via Email.
- 1.6. The Tenderer undertakes to the Purchaser that it will treat as confidential the terms of this RFQ together with all the Purchaser's confidential information and will not disclose such confidential information to any person, firm or company (other than to its auditors and other professional advisers) or to the media, and will not use such confidential information other than for the purposes of this RFQ, subject always to any prior specific authorisation in writing by the Purchaser to such disclosure or use."

2. AWARD OF RFQ's

Sentech may appoint one or more suppliers, in whole or in part, or not appoint any supplier/s at all, and/or cancel the bid in its entirety, at Sentech's sole and exclusive discretion, in order to satisfy various needs which may be identified, and to manage certain risks associated with the supply of goods or services specified in respect of the Bid.

3. RATE OF EXCHANGE, CURRENCY FLUCTUATIONS AND CURRENCY

All bid prices quoted shall be in South African Rands (ZAR). If prices are in a foreign currency, the rate of exchange quoted shall remain fixed throughout the term of the agreement. Bidders will bear the risk of and all cost/s associated with currency fluctuations, therefore Bidders shall be required to manage such risk in their bid price.

4. GENERAL - PRICES

All prices shall be quoted in ZAR.

Unless written approval has been obtained from Sentech, no adjustment in contract prices will be made.

Applications for price adjustment must be accompanied by documentary evidence in support of any adjustment.

5. PRICE NEGOTIATIONS

Sentech reserves the right to negotiate market related prices and discounts. If market-related prices are not agreed to, Sentech reserves the right to cancel the Bid.

6. EVALUATION CRITERIA

The evaluation criteria are stipulated in 7 below. It is the Bidder's responsibility to ensure that they have responded to the evaluation criteria. Failure to meet the evaluation criteria will result in the Bidder not being evaluated further. Bidders must ensure that they have included all supporting documentation required to support their response to the Bid

7. RFQ EVALUATION METHOD

This RFQ will be evaluated as described in the table below.

Evaluation Method	<p>1. Stage 1 – Administrative Responsiveness Evaluation All the Quotations will be evaluated against the Administrative responsiveness requirements as set out in section 2 of the RFQ Data.</p> <p>2. Stage 2 – Functional Evaluation Criteria The proposals that COMPLY with the Mandatory evaluation criteria be evaluated against the Functional Criteria. Suppliers meeting the minimum requirement will be evaluated further.</p> <p>3. Stage 3 – Price and Preference Suppliers with the lowest Price offered will score the highest points. Only Suppliers that submit a valid B-BBEE Certificate can claim preference points in line with the 80/20 Suppliers with the highest number of points will be recommended for the award of this quotation, unless there are compelling and justifiable reasons not to do so.</p>
-------------------	--

7.1. Mandatory Evaluation Criteria

Mandatory Eligibility Criteria	Compliant (Indicate Yes or No)	What Proof is required to show compliance to Mandatory Eligibility Criteria	Reference proof supplied by reference the page number where the information is located in your Tender submission

NOTE: Bidders that do not comply with all the above criteria will not be evaluated further.

8. Preference Point allocation – 80/20

Sentech’s Specific goals emanate from the section 2(1)d of the Preferential Procurement Policy Act which may include contracting with persons or categories of persons, historically disadvantaged by unfair discrimination on the basis of race, gender and disability. The Reconstruction and Development Programme as published in Government Gazette No 16085 dated 23 November 1994

Sentech will award preference points as follows:

Goal	Points	Evidence required
Historically disadvantaged by unfair discrimination on the basis of Race	10	A valid BBBEE Certificate showing at least 51% black ownership
	5	A valid BBBEE Certificate showing at least 25.1 – 50% black ownership
	3	Black owned company showing at least 5 – 25% black ownership
	0	Below 5%
Historically disadvantaged by unfair discrimination on the basis of Gender (women)	8	A valid BBBEE Certificate showing at least 51% women ownership
	4	A valid BBBEE Certificate showing at least 25.1 – 50% women ownership
	2	A valid BBBEE Certificate showing at least 5-25% women ownership
	0	A valid BBBEE Certificate showing at less than 5% women ownership

Goal	Points	Evidence required
Historically disadvantaged by unfair discrimination on the basis of disability	2	A doctor's note confirming disability, confirmation of disability from the Department of Labour, BEE certificate or equivalent confirmation.
Total Points	20	

9. Price Calculation 80/20

The following formula will be used to calculate the points for price.

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

Where:

P_s = Points scored for price of bid under consideration
 P_t = Rand value of bid under consideration
 P_{min} = Rand value of lowest acceptable bid

Scope of Work

Service Intent and Operating Assumptions

The purpose of this media monitoring appointment is to provide SENTECH with an integrated, outsourced media intelligence capability, in the absence of a dedicated internal digital marketing and analytics function.

The appointed service provider will be expected to combine automated monitoring tools with human analysis to deliver timely, accurate, and decision-useful insights across print, broadcast, online, and social media platforms.

Monitoring of SENTECH's owned social media platforms is included to support reputational awareness, issue tracking, and performance context, rather than campaign optimisation or paid media management.

The bidder will be responsible for the following:

Daily (360) media monitoring regarding Sentech

- To monitor print, broadcast and online coverage of SENTECH (including its shareholder, industry and sister companies) national, regional and local, SADC countries and the entire continent
- To scan and monitor all mainstream websites in South Africa, clear and accurate monthly, quarterly, and annual coverage analyses (including social media/ broadcast, print etc), reports need to include PowerPoint presentations and recommendations.
- Website news portal
- Clip and article downloads
- Ability to do back search or access archived material
- Ability to comply with keywords provided

- Ability to only track SENTECH Soc LTD (including its shareholder, industry and sister companies), national regional and local, SADC
- We need to have 4x daily email updates (6am, 9am, 12pm and 4pm)
- About 20 people should get the 4x daily email alerts
- At least 25 keywords
- Social media monitoring needs to have monthly and quarterly reports of breakdown per platform
- Reports need to include competitor analysis (share of voice)
- Information must be converted into a written synopsis of the news item, and must include the source i.e. which station, time and type of programme, content, interviewees and listenership;
- Translate all non-English print, online, audio and / audio-visual clips (from Afrikaans and other languages into English)
- A daily review is required which scans news in South Africa in general and then news specific to the ICT sector;
- All the clippings and synopses should indicate the Advertising Value Equivalent (AVE) of each news item; and
- Monthly and quarterly statistical analysis covering the geographic region, journalist who wrote the article, the publication where the item has appeared and a monthly and quarterly reports on the advertising value equivalent.

Description of Services

1. Print media /newspapers and magazine

The agency will be responsible for scanning and monitoring all the media in South Africa and SADC region. The bidder must read all mainstream newspapers available in South Africa, including national and regional titles. Digital clippings in this regard should be presented to SENTECH on email as and when they are available), taking into account that some publications, particularly daily titles, print several editions a day on weekdays and fewer times on the weekend.

2. Broadcast media/Television and radio

The agency will be responsible for monitoring all TV and Radio stations in South Africa and record the audio. The information to be converted into a concise synopsis and includes the information of the source, time positioning (headline or news extra) type of programme, content, interviewees and listenership. The bidder must monitor selected radio and television news, current affairs, eventually and related programmes nationally and regionally. The information should be converted into short overviews and downloadable audio and video clips, showing the name of the station, time of broadcast, duration of the item, type of programme, content, programme participants and listenership. The overviews and downloadable audio clips and video footage should be presented to the SENTECH on email three times a day on weekdays and fewer times on the weekend.

3. Online /news websites

The agency will be responsible for scanning and monitoring websites and search specific websites and strip them of their content and forward the uncluttered article to SENTECH. The bidder must monitor mainstream news websites. News items published on such websites should be forwarded on email to the SENTECH four times a day on weekdays and fewer times on the weekend.

4. Social media monitoring

The agency will be responsible for scanning and monitoring social media platforms for any mention of SENTECH.

5. SENTECH's own social media assets:

The agency will be responsible for monitoring public social media platforms for any mention of SENTECH, its executives, shareholder, subsidiaries, and identified competitors, including sentiment, volume, reach, and engagement trends.

In addition, the agency will provide periodic analytics on SENTECH's owned social media platforms, limited to performance indicators that support reputational insight (e.g. reach, engagement, amplification, and sentiment trends), and not extending to content creation, community management, or paid media optimisation.

6. Electronic access to media coverage

The bidder must ensure that all the media clippings, broadcast media overviews and downloadable audio and video clips and links to mainstream, particularly, news websites referred to above are accessible to the SENTECH via a web-based platform. 4 users from the SENTECH must have password-protected access to the platform. SENTECH users must be able to email a batch of clippings, clips and links to other internal parties.

7. Analysis

Analysis (headlines/topics covered, insights, trends and recommendations) of issues which relate to SENTECH and/or are important to the SENTECH stemming from the content made available through the monitoring service. The bidder must avail a detailed statistical analysis of coverage monthly and quarterly. This must show total coverage for the month and quarter divided across print, broadcast, online and social. It should illustrate the positivity, negativity and neutrality of coverage. Such analysis must be made available on a quarterly and annual basis

The service provider must provide up-to-the-minute monitoring of issues which relate to SENTECH and/or are important to SENTECH.

8. Presentation

The agency is required to send print and online clippings daily to SENTECH in a JPEG, PDF and Text format; The agency is required to present to SENTECH the link for the broadcasts from TV or Radio daily with a full description and AVE; and at the end of the month and quarter, a full analysis report to be provided showing all the month's/quarter's media coverage, and always showing the AVE positivity, negativity, and neutrality of coverage.

Comprehensive Monthly & Quarterly Summary of SENTECH media coverage – including SWOT, behaviour (proactive, statement, reactive) focus, trends, media coverage including Rand value, & other appropriate measurement metrics i.e. AVE.

AVE metrics must be accompanied by a clear explanation of the calculation methodology and should be presented alongside supplementary indicators such as reach, prominence, sentiment, and share of voice, to support balanced interpretation.

The cost breakdown must indicate all costs related to:

- Monthly media monitoring of print, broadcast, social media and online platforms;
- Costs related to the generation of monthly and quarterly reports; and

Other costs associated with media monitoring activities e.g. DAIRO costs

- Cost for translating at least 15 non-English articles/news.

NB: For all languages other than English, the service provider would be required to provide a translation of the title of the article and a summary of the key points.

The appointed vendor is expected to commence with the media monitoring services in February/March 2026

Functional Evaluation: Must be comprehensive and supported by evidence

Functional Criteria	Score
<p>1. Company Profile The service provider must have at least 7 years' experience in Media Monitoring and Tracking services. Please provide your company profile indicating the number of years in the media monitoring services business.</p> <ul style="list-style-type: none"> i. 10 or more years' experience = 15 points ii. 8 - 9 years' experience = 10 points iii. 7 years' experience = 5 points iv. 1 - 6 years' experience = 0 points 	15
<p>2. Bidders must provide details on the proposed approach to deliver the service as per the scope of work.</p> <p>Proposed approach to scope of work and outputs must include:</p> <ol style="list-style-type: none"> 1. Description of monitoring technology/platforms used, including automation versus human analysis, archive depth, alert customisation, and user access. 2. A project execution plan or framework, 3. Selection of relevant media sources, 4. Collecting data, 5. Analysing the information, 6. Reporting insights to Sentech, 7. turnaround time for urgent broadcast clips and 8. The ability to meet deadlines and timelines. <p>Proven ability to create a clear and measurable project plan upon appointment.</p> <ul style="list-style-type: none"> • Methodology approach including all the required information above = 15 points • Methodology approach including four - five of the required information above = 10 points 	15

<ul style="list-style-type: none"> Methodology approach including two - three of the required information above = 5 points Methodology approach including one or less of the information above = 0 points 	
<p>3. References</p> <p>The bidder must provide a minimum of three (3) detailed references from current or former clients demonstrating experience in performing Media Monitoring and Tracking Services. Each reference must include full contact details.</p> <p>NB:</p> <ul style="list-style-type: none"> Each reference letter must clearly outline the work undertaken relating to media monitoring and tracking services. The letter must be issued on the client's official company letterhead. The letter must include contactable telephone numbers. The reference letter must not be older than three (3) years from the date of submission. <ul style="list-style-type: none"> 6 and more references = 15 points 4 -5 references = 10 points 3 references = 5 points Less than three references = 0 points 	15
<p>4. Media Monitoring and Analysis Reports (including social media analysis) Monthly report</p> <p>Provide a SAMPLE of a comprehensive monthly reports, including clip, geographic region, publication, tonality, journalist who wrote the article and outline Advertising Value Equivalent (AVE). The media monitoring analysis sample report should also include social media analysis, and demonstrate clarity of insight, consistency in sentiment classification, and actionable interpretation relevant to a regulated public entity.</p> <ul style="list-style-type: none"> All items listed above and more = 20 points Four of the items listed above = 10 points Three of the items listed above = 5 points Less than 3 items listed above = 0 points 	20
Total score	65

Minimum Score to Qualify for Further Evaluation is 45.