

FOR THE APPOINTMENT OF A SUITABLY QUALIFIED AND EXPERIENCED SERVICE PROVIDER TO DESIGN AND PRINT SECURED CERTIFICATE TEMPLATES, DIGITAL AUTHENTICATION, AND DIGITAL CERTIFICATES FOR THE QUALITY COUNCIL FOR TRADES AND OCCUPATIONS (QCTO) A PERIOD OF FIVE (05) YEARS.

TENDER NO: QCTO:08/2022

Closing Date	Address for Submission
Date: 13 January 2023 Time: 11:00	Quality Council for Trade and Occupations Tender Box @ Reception 256 Glyn Street Hatfield Pretoria 0083

Bidder's Name		
Address		
Contact person	Ms/Mrs/Mr/Prof/Dr	
Contact numbers	(w)	(cell)
Email address		

B: Late Submissions will not be considered

Briefing Session Information
Compulsory Virtual Briefing session Date: 12 December 2022 Time: 11:00am – 12:00am Link: To receive the link, kindly send an email to tenders@qcto.org.za before 07 December 2022 . The link will be sent by end of business on the 09 December 2022 .

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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 amongst others are to develop standards for occupational qualifications including trades and skills programmes, accredit skills development providers, and assessment centres, assessments, quality assurance and issue certificates to qualifying learners. 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 is situated in Hatfield, Pretoria. More information can be obtained from <https://www.qcto.org.za/>.

Prospective Service Providers who are interested in rendering printing and digital certification services for 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 tender document, together with all the standard bidding documents in full and submit proposals in sealed Envelopes marked **Tender Number QCTO 08/2022** and placed in the tender box at 256 Glyn Street Hatfield, Pretoria, 0083 not later than the closing time and date..

Prior to submission, the tenderers must check that all pages are properly numbered, and all required documents are signed and initialed. QCTO will hold the duly authorized 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 initialed with black ink.

1.1 PRICING

- 1.1.1 The bidder 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 Pricing should clearly indicate the cost of the design for the digital certification process and solution customised for the QCTO.
- 1.1.3 License fees and/or design fees payable.
- 1.1.4 Pricing should indicate pricing for design, printing and delivery of printed certificate templates in batches of
 - a. 10 000 certificate templates
 - b. 20 000 certificate templates
 - c. 30 000 certificate templates
 - d. 50 000 certificate templates
 - e. 100 000 certificate templates
- 1.1.5 Bidders are required to indicate their rates (costs) inclusive of all applicable taxes.
- 1.1.6 It is a requirement of this tender that the tender price is based on a fixed price.
- 1.1.7 The price proposal must include VAT (if applicable).
- 1.1.8 All other cost increases will be negotiated, not exceeding the actual inflation rate (CPI).
- 1.1.9 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

1.2 PARTNERSHIPS AND LEGAL ENTITIES

In the case of the bidder 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 recognized 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 into 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 authorized to be the lead member and this authorization shall be included in the agreement entered into between the consortium members;

1.3.3.4 The lead member shall be the only authorized 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 organization. QCTO reserves the right to accept the offer in full or in part.

2. AIM OF PROPOSAL

The purpose of bid is for QCTO to appoint a suitably qualified and experienced service provider for the design, printing, supply and delivery of certificate templates, digital authentication and digital certificates to the Quality Council for Trades and Occupations (QCTO). The supply of certificate templates may be required on an ad-hoc basis over a period of five (5) years whereas the digital authentication and digital certification service is required for the entire period.

The appointment of the successful bidder will be for a period of five (5) years commencing on the date as prescribed in the Letter of Award and signed Service Level Agreement.

3. SCOPE OF SERVICES

The purpose of the bid is to design and print certificate templates with a number of covert and overt features for the QCTO. Further, the service should make provisions for digital authentication, as well as the issuance of digital certificates.

3.1 EXPECTED OUTCOMES AND DELIVERABLES

- 3.1.1 Certificate layout design
- 3.1.2 Design of a QCTO-secured certificate template, for printing on the base stock as well as a digital certificate template.
- 3.1.3 Security Watermark Paper @120gsm may be considered for import with a bespoke watermark.
- 3.1.4 Able to do a minimum of at least seven colour printing
- 3.1.5 Placing of a hologram or unigram on the printed certificate
- 3.1.6 Embossing of the hologram or unigram shaped and embossed to 40 mm with block manufactured for QCTO purposes and approved by QCTO
- 3.1.7 A tracking number using MICR printing technology with bleed-through and a digital tracking number
- 3.1.8 Micro text printed border
- 3.1.9 At least four (4) other security features such as, but not limited to:
 - i. Micro-text printing
 - ii. Silver and black guilloche security pattern in the background in two different line widths
 - iii. Complicated guilloche and numismatic security design
 - iv. Fluorescent pattern embedded in the paper
 - v. Holographic visual deterrent

- vi. Heat-reactive spot for instant certificate authentication
 - vii. Micro-numismatic invisible UV anti-tampering technology similar to banknote-level security
 - viii. Perforated sequential numbering to match the MICR printed number
 - ix. Micro-tint
 - x. Invisible Ultraviolet (UV) inks visible only under UV light
 - xi. Fluorescent strip
- 3.1.10 The use of digital credentialing for digital authentication.
- 3.1.11 Digital certification services customized for QCTO use.
- 3.1.12 The QCTO to have control and access to all data on the QCTO platform hosted and managed internally.
- 3.1.13 The developed Digital certification, credentialing and authentication solution is to remain the property of QCTO, post-contract duration expiry and all data to be on the QCTO platform.
- 3.1.14 The Bidder shall provide technical support services on the solution to QCTO for the duration of the contract.

3.2 REQUIRED QUALITY OF PAPER

- 3.2.1 Watermark embedded must be of good quality.
- 3.2.2 Paper should have a nominal moisture content.
- 3.2.3 Paper should be low curl or have a built-in curl control.
- 3.2.4 Paper should not be abrasive as a result of coatings and other additives.
- 3.2.5 Paper should be suitable for digital printing.
- 3.2.6 Coated papers should be avoided as these cause blistering, cracking or bubbling when used with a digital printer.

The following papers/inks are not recommended:

- Conductive papers and inks
- Papers containing talc
- Papers containing stearate, wax, or plasticizer

3.3 THE SERVICE SHOULD ACCOMMODATE THE FOLLOWING MINIMUM REQUIREMENTS

- 3.3.1 All inks must have dried thoroughly before packaging.
- 3.3.2 Quality control procedures must be in place to ensure that no smudges or stains are on the paper, no offcuts in the guillotine process are packed between the sheets, etc.
- 3.3.3 Packing of printed certificates wrapped in a moisture-proof wrapper in reams of 500.
- 3.3.4 All certificates must point in the same direction and the sequence numbers must follow each other.
- 3.3.5 No duplication of numbering can occur.
- 3.3.6 Secure couriering to QCTO offices in Pretoria.
- 3.3.7 Labelling of certificate stock as per QCTO requirements.
- 3.3.8 QCTO to sign off official receipt of certificates on delivery.
- 3.3.9 Cold set, conductive and rubber-based inks are not recommended. Cold set inks penetrate the paper and do not dry well, causing them to smear and offset, contaminating machine components in the personalisation process.
- 3.3.10 Drying times of three to five days are recommended for inks that air dry (oxidative).
- 3.3.11 Tracking facilities of templates for digital authentication
- 3.3.12 Data personalisation and barcoding is not required.

3.4 DIGITAL CERTIFICATION REQUIREMENTS

- 3.4.1 The solution must be customizable to QCTO requirements.
- 3.4.2 The solution must include data security to prevent data breaches and potential loss of personal information.
- 3.4.3 The data must be stored on a QCTO server or the like, which is the property of the QCTO and not the Service Provider.
- 3.4.4 There should be no proprietary licenses that expire upon completion of the contract – all data and related matters are the intellectual and exclusive property of the QCTO.
- 3.4.5 The learner should be able to access his/her own record and provide access to third parties, such as employers, to only such data as he/she desires for verification purposes, by providing login access to a secure portal.
- 3.4.6 The learner should be able to request a paper-based copy of the digital certificate, which can be printed, at an additional cost to the learner, on the paper supplied as indicated above.
- 3.4.7 A payment portal must be available.

- 3.4.8 The Digital certificate must make provision for a minimum of 20 fields, each permitting a minimum of 100 characters.

3.5 THE FINAL PRODUCT DELIVERABLES ARE:

- 3.5.1 A signed-off certificate design containing a minimum of seven (7) of the overt features mentioned above and adequate covert features.
- 3.5.2 Signed-off digital certificate design with adequate security features
- 3.5.3 The delivery of printed certificate templates in no more than three (3) months of the issuing of the Purchase Order for the first print and then issued as per request for the remaining period of the contract.
- 3.5.4 Rendering of the service for digital certification should be available within a 3-month period after signing the SLA. (Working with the QCTO to align to the QCTO SQL database).
- 3.5.5 Pack in quantities of 500 per set, shrink-wrapped and hard cover top and bottom. Number of each pack must be displayed as well as certificate number from – to, must be indicated on the pack. Packed in boxes of 1500. Pack from No 1 – 1500 Box 1 – No 1 to be on top – Box 2 to follow with No 1501 (top) to 3000 (bottom), to follow box 3001 (top) and 6000 (bottom) etc. The QCTO to sign-off proof on-site in the factory of the service provider when the job is print ready on the printer as well as on affixing of the hologram or as agreed with sample sign-off.
- 3.5.6 A secured method must be used to deliver the certificate templates to the address supplied by the QCTO.
- 3.5.7 Provide the QCTO with a template of the overt security features for marketing purposes and a brochure for marketing digital certification and verification services.
- 3.5.8 A signed-off customisable solution for the issuance of digital certificates.
- 3.5.9 A signed-off solution for the authentication of digital certificates.
- 3.5.10 Customisable tracking of paper-based templates.

4. PROJECT TIMELINES

The contract will commence upon finalisation of the bid processes and signing of the SLA. The bidder will be required to design, print, supply and deliver certificate templates, digital authentication and digital certificates for a period of five (5 years).

5. SPECIAL CONDITIONS OF THE CONTRACT

- 5.1** All prices quoted must be VAT inclusive.
- 5.2** QCTO will not provide upfront payments.
- 5.3** Upon award of the bid, the successful bidder shall enter into an agreement with the QCTO.
- 5.4** The agreement shall be in a format prescribed by the QCTO.
- 5.5** QCTO reserves the right to conduct site visits to the premises of the bidders.
- 5.6** The successful bidder shall provide the services required based on the set timelines and as per the schedule provided by the QCTO.
- 5.7** Reference checks will be conducted as part of due diligence.
- 5.8** The successful bidder will be appointed for a period of five (5) years to print certificate templates, provide digital authentication and digital credentialing for the QCTO as per conditions stipulated in the SLA.
- 5.9** Bidders will not be remunerated for submitting proposals.
- 5.10** A cost and replacement penalty will be agreed upon by parties for non-delivery of certificate templates or digital services or breach of contract.
- 5.11** Replacement of certificate templates found to be damaged or of unacceptable quality within a 12-month period from the date of delivery of the product must be done within a six (6) week period, at the cost of the service provider after the return of the stock.

6. SERVICE LEVEL AGREEMENT

The successful bidder will be expected to enter into a service level agreement with the QCTO.

7. EVALUATION CRITERIA

QCTO may request additional information, clarification, or verification regarding any information contained in or omitted from a 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:

7.1 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.

Pre-Qualification (Mandatory Evaluation)

• I/We have attached to this document:	Tick if submitted		Office use
	Yes	No	
• Correctly completed bid proposal (signed and initialled) by authorised signatories	Yes	No	
• One (1) original hard copy technical bid document and three (3) hard copies of the original technical submission	Yes	No	
• One (1) original hard copy pricing document (sealed in an envelope)	Yes	No	
• One (1) USB Submission	Yes	No	
• Proof of company/closed corporation registration and a copy of CM/CK certificates	Yes	No	
• Copies of the identity documents of those with equity/shares	Yes	No	
• Duly Completed Standard Bidding Documents (SBD 1, SBD 3.3 SBD 4, SBD 6,1)	Yes	No	
• CSD Registration (National Treasury)	Yes	No	
• Letter of Good standing (COIDA)	Yes	No	
• Proof of secured printing process and registration certificate as applicable to use secured printing equipment and software	Yes	No	

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

7.2 Stage 2: Functionality

Only service providers that qualified during 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	Criteria	Documents Required and Guideline	Criteria and Score	Points
1.	Company Capability	<p>The company must provide detailed information with regard to the facilities, and specific information under the following headings:</p> <ul style="list-style-type: none"> • Capability of suppliers to supply inks, paper, holograms • Ability to create own design and layout for paper and digital certificate • PrintSecure affiliation or current affiliation to any other security printing authority. • Security at the printing, packing, and distribution points • Delivery from date of order placement of a customised off-the-shelf digital certification and authentication solution and certificate templates with security features 	<ul style="list-style-type: none"> • Covered all aspects as indicated in the guideline and clearly indicates company capability = 30 points • Covered all aspects as indicated in the guideline but without details • = 15 points • Not covering all aspects as indicated in the guideline = 5 points • Information not clear and not covering printing of certificate templates as well as digital certification solution = 0 points 	30
2.	Organisation Team in printing of certificate templates	<p>Proposal clearly states who is on the bidders' team; (Detailed Project organogram) with</p>	<ul style="list-style-type: none"> • Detailed organogram with clear roles and responsibilities for all 	20

	and digital certification services:	<ul style="list-style-type: none"> • Qualifications and experience of team members if applicable; and, • Roles and responsibilities of team are clearly outlined. • Security clearance of the team 	<p>team members = 20 points</p> <ul style="list-style-type: none"> • Detailed organogram with clear roles and responsibilities for some but not all team members = 10 points • Project organogram without roles and responsibilities for any team members = 5 points • No project organogram submitted = 0 points 	
	Reference letters	<p>Verification of the references submitted.</p> <p>Provide four (4) contactable references on signed and dated Client's Company Letterhead supported by an award letter and completion letter where similar services have been provided in the past five (5) years.</p> <p>The letter must reference the quality and satisfaction of the product submitted and must refer to both the supply of certification paper and digital certification services.</p>	<ul style="list-style-type: none"> • 4 References provided = 20 points • 3 References provided = 15 points • 2 References provided = 10 points • 1 Reference provided = 5 point • 0 Reference provided = 0 points 	20
4.	Print product samples	Print product samples of security printing on projects or products provided to clients	<ul style="list-style-type: none"> • 3 samples provided = 5 points • 1 sample provided = 2 points 	5

			<ul style="list-style-type: none"> 0 samples provided = 0 points 	
5.	Digital certification services and authentication	<p>Provide a detailed document/brochure that covers the following requirements, clearly indicating how the service is rendered with regard to:</p> <ul style="list-style-type: none"> Link to learners (access certificate and verification service) Link to employers (access Blockchain paper) Digital certificate solution and certificate design QR coding The QCTO to have control and access to all data on the QCTO platform hosted and managed internally 	<ul style="list-style-type: none"> Covered all aspects as indicated in the guideline and clearly indicates company capability = 25 points Covered all aspects as indicated in the guideline with but without details = 15 points Not covering all aspects as indicated in the guideline = 5 points Information not clear and not covering all aspects of digital certification solution = 0 points 	25
	TOTAL POINTS			100

Each of the criteria is to 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 the Presentation stage .

b) Presentation and Site Visit

The second stage of functional evaluation is based on presentation and site visit or virtual site visit, which will be evaluated using the following criteria and points:

	Criteria	Points
1.	Printing facility (security and equipment)	Points = 10
2.	Security and paper quality - printing process	Points = 10
3.	Collating and finishing and quality controls	Points = 10
4.	Presentation and demonstration of digital certification service and authentication solution	Points = 20
	Total points	Max 50

Each of the criterion is to be assessed and scored on the evaluation sheet using the above points.

Threshold: Bidders who score less than 35 out of 50 points on presentation and site visit will not be considered for Price and B-BBEE and will be disqualified for this project.

7.3 Stage 3: Price and B-BBEE

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 B-BBEE status level of contribution where 20 points will be awarded to a tenderer for attaining the B-BBEE status level of 1, and lower points will be awarded to tenderers with lower B-BBEE status levels as per table below:

B-BBEE Status Level of Contributor	Number of Points
1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2
Non-compliant contributor	0

Note: Non-compliant contributors or failure to provide certification substantiating the B-BBEE status level of contribution will result in the Tenderer being awarded zero (0) points for the preference point system.

8. CALCULATING THE FINAL SCORE

The points scored for the price (step 1) will be added to the points scored for the B-BBEE status level of contribution (step 2) to obtain the tenderer's total points scored out of 100.

AREAS OF EVALUATION	POINTS
Price	80
B-BBEE Status Level of contribution	20
Total	100

9. TENDER VALIDITY PERIOD

The validity period for this tender is 180 days

10. ENQUIRIES

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

Ms Annemarie Janse van Rensburg

Email: jansevanrensburg.a@qcto.org.za

Contact persons for SCM and administrative related issues:

Mr. Lekhotla Motlounq

Email: tenders@qcto.org.za

ANNEXURE A : PRICING

PRICING TEMPLATE: DESIGN AND PRINT SECURED CERTIFICATE TEMPLATES, DIGITAL AUTHENTICATION, AND DIGITAL CERTIFICATES FOR THE QUALITY COUNCIL FOR TRADES AND OCCUPATIONS (QCTO)

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.

It is compulsory for bidders to fill in all the prices.

DESCRIPTION	PRICE
Design for the digital certification and customisation of the online certificate solution	R
Design, of printing and delivery of printed certificate 30 000 certificate templates	R
Annual License fees	R
Total Price inclusive of VAT (if applicable)	R

Design, of printing and delivery of printed certificate templates in batches of	
10 000 certificate templates	R
20 000 certificate templates	R
50 000 certificate templates	R