

## **TERMS OF REFERENCE**

### **FOR**

**APPOINTMENT OF A SUITABLE QUALIFIED AND EXPERIENCED SERVICE PROVIDER TO RENEW OPENTEXT CONTENT MANAGER SOFTWARE LICENSES, HOSTING AND SUPPORT FOR THE QUALITY COUNCIL FOR TRADES AND OCCUPATIONS (QCTO) FOR A PERIOD OF THIRTY-SIX (36) MONTHS.**

## INVITATION TO BID

APPOINTMENT OF A SUITABLE QUALIFIED AND EXPERIENCED SERVICE PROVIDER TO RENEW OPENTEXT CONTENT MANAGER SOFTWARE LICENSES, HOSTING AND SUPPORT FOR THE QUALITY COUNCIL FOR TRADES AND OCCUPATIONS (QCTO) FOR A PERIOD OF THIRTY-SIX (36) MONTHS.

TENDER NO: QCTO 11/2025

Closing Date	Address for Submission
<b>Date: 12 December 2025</b>  <b>Time: 11:00am</b>	<b>Quality Council for Trade and Occupations</b> <b>Tender Box @ Reception</b> <b>256 Glyn Street</b> <b>Hatfield</b> <b>Pretoria</b> <b>0083</b>

Late Submissions will not be considered

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

## BRIEFING INFORMATION

Compulsory online briefing session

Date: 27 November 2025

Time: 10:00am – 11: 00am

Briefing Session Link: [https://teams.microsoft.com/l/meetup-join/19%3ameeting\\_YThINDRmOWEtYmEyOS00ZDJiLThiYmMtNmU3MGFkODQ4YWJk%40thread.v2/0?context=%7b%22Tid%22%3a%221aaf8259-7fdc-4376-8b09-18fa797adeed%22%2c%22Oid%22%3a%22b2cce4c5-0f85-4867-adcb-dec76827efbe%22%7d](https://teams.microsoft.com/l/meetup-join/19%3ameeting_YThINDRmOWEtYmEyOS00ZDJiLThiYmMtNmU3MGFkODQ4YWJk%40thread.v2/0?context=%7b%22Tid%22%3a%221aaf8259-7fdc-4376-8b09-18fa797adeed%22%2c%22Oid%22%3a%22b2cce4c5-0f85-4867-adcb-dec76827efbe%22%7d)

Meeting ID: 345 882 930 327 14

Passcode: vh2yY7tW

## Table of Contents

<b>1. INTRODUCTION.....</b>	<b>4</b>
<b>2. BACKGROUND.....</b>	<b>4</b>
<b>3. PURPOSE.....</b>	<b>5</b>
<b>4. TENDER SUBMISSION AND COMPLIANCE.....</b>	<b>5</b>
4.1 Pricing.....	7
4.2 Partnership and Legal Entities.....	7
4.3 Consortiums and Joint Ventures.....	7
<b>5. SCOPE AND DEFINITION OF WORK.....</b>	<b>8</b>
<b>6. COMPANY REQUIREMENTS .....</b>	<b>8</b>
<b>7. DELIVERABLES AND TIME FRAMES .....</b>	<b>8</b>
<b>8. EXPERIENCE AND QUALIFICATION.....</b>	<b>9</b>
<b>9. EVALUATION .....</b>	<b>10</b>
9.2 Mandatory Requirements.....	11
9.2 Functionality.....	12
9.3 Price and Specific Goals.....	14
<b>10. CALCULATING THE FINAL SCORE.....</b>	<b>13</b>
<b>11. SPECIAL CONDITIONS APPLICABLE TO THIS BID.....</b>	<b>14</b>
<b>12. GENERAL CONDITIONS OF CONTRACT.....</b>	<b>14</b>
<b>13. SERVICE LEVEL AGREEMENT.....</b>	<b>15</b>
<b>14. ACCEPTANCE OF BID.....</b>	<b>15</b>
<b>15. TENDER VALIDITY PERIOD.....</b>	<b>16</b>
<b>16. ENQUIRIES.....</b>	<b>16</b>

## 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 to renew opentext content manager software licenses, hosting and support for the quality council for trades and occupations (QCTO) for a period of thirty-six (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 to appoint a suitable qualified and experienced service provider to renew opentext content manager software licenses, hosting and support for the quality council for trades and occupations (QCTO) for a period of thirty-six (36) months. This document intends to provide the prospective service providers with adequate information to understand and respond to QCTO's requirements. It serves to ensure uniformity in responses and to provide a structured framework for the evaluation of proposals. The appointment will be for a period of thirty-six (36) months commencing on the date as prescribed in the Letter of Award and signed Service Level Agreement to be signed by both parties.

### 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
<ul style="list-style-type: none"> <li>Four hard copies of the technical bid document including the duly completed terms of references document (initialled by authorised signatories)</li> </ul>	Yes	No	
<ul style="list-style-type: none"> <li><b>Annexure B:</b> Summary of experience (Must use attached template).</li> </ul>	Yes	No	
<ul style="list-style-type: none"> <li>Submission of one pricing completed <b>SBD 3.3</b>, together with <b>Annexure B1</b> (Must use attached Excel template). (Separately sealed in an envelope labelled <b>PRICING</b>).</li> </ul>	Yes	No	
<ul style="list-style-type: none"> <li>One (1) USB Submission of the technical bid document including the duly completed terms of references document (initialled by authorised signatories)</li> </ul>			
<ul style="list-style-type: none"> <li>Duly Completed Standard Bidding Documents (<b>SBD 1 SBD 4, SBD 6,1</b>)</li> </ul>	Yes	No	
<ul style="list-style-type: none"> <li>Proof of CSD Registration (National Treasury) MAAA number on the <b>SBD1</b> (invitation to bid) and attach CSD report. If there will be subcontracting, proof of CSD registration of the sub-contractor must be submitted</li> </ul>	Yes	No	
<ul style="list-style-type: none"> <li>Tax Compliance Requirements</li> </ul>	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 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 they indicate the Bid Prices (Including VAT) for each year on the Annexure B1: Costing/Price Schedule
- 4.1.7. QCTO will not provide upfront payments.
- 4.1.8. All other cost increases will be negotiated, not exceeding the actual inflation rate (CPI).

**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 scope of work and expectations to renew Opentext Content Manager software licenses, hosting and support for a period of thirty-six (36) months, are outlined as follows:

- 5.1 To renew Opentext software licences
- 5.2 To provide professional services for five (05) days per calendar month.
- 5.3 Any unused professional support days must roll over up to 12 months.
- 5.4 500 GB of Microsoft Azure storage, the consumption may vary (lower or higher) based on QCTO operational requirements. Bidders should quote on 500 GB.
- 5.5 To train QCTO Registry staff (Administrators) on any new features of Content Manager.

## 6. COMPANY REQUIREMENTS

### 6.1. The following must be submitted:

- 6.1.1. Copy of Original Equipment Manufacturer (OEM) certificate (Opentext)
- 6.1.2. Certified copies of Identity Documents (IDs) and or valid passport for Non-South African citizen of company directors

## 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.

The Opentext Content Manager licence shall be fully renewed for each year, and adequate professional services will be rendered. In addition, Microsoft Azure hosting services shall be quoted to support the Content Manager platform.

Renewal for the next year shall be subject to satisfactory performance in the preceding year as determined by the QCTO.

NO	DELIVERABLES	TIMEFRAME
1	Inception Meeting Signing of the SLA	December 2025
2	Annual software licenses (including any patches or upgrades) for the Opentext Content Manager system to function.	36 months
3	Training of QCTO Registry staff (Administrators).	For every Opentext Content Manager version/feature upgrade



4	Support of the OpenText Content Manager system	36 months
5	Microsoft Azure hosting of the Opentext Content Manager system	36 months

## 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 five (05) years of operational experience in managing Opentext / Microfocus Content Manager. 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.

### 8.2. Team Qualifications and Experience Required

The proposed team should be responsible for support. Any changes to the team shall be discussed and agreed upon prior with the QCTO.

The following table illustrates the minimum qualification and experience required for

**Table 8.2(a)**

Roles*	Qualifications	Experience
Project Manager	Any Bachelor degree – NQF level 7  CV and copy of certified qualification must be attached	At least 3 years experience in project management

**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	
3	Proof of company/closed corporation registration and a copy of CM/CK certificates			
4	CSD Registration (National Treasury)			
6	Copy of Original Equipment Manufacturer (OEM) certificate (Opentext Partner letter)			

**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	Company Experience	<p>Demonstrate adequate experience through the number, types of similar projects/assignments undertaken.</p> <p>Reference Sites where Content Manager has been implemented in South Africa must be provided (Signed customer Letters to serve as confirmation)</p> <p>The service provider must have a minimum of five (05) years of operational experience as per paragraph 8.1.</p> <p>Reference letters must contain the following:</p> <ul style="list-style-type: none"> <li>• Signed and on an customer entity letterhead.</li> <li>• Clearly indicate the type of service provided.</li> <li>• Reference letters to be dated and signed</li> <li>• Relevant contact person's name, surname and position</li> <li>• Relevant contact number/s</li> </ul> <p>QCTO reserves the right to contact these organisations, without prior notice to the bidder</p>	<ul style="list-style-type: none"> <li>• 4 or more relevant letters = <b>40 points</b></li> <li>• 3 relevant letters = <b>30 points</b></li> <li>• 2 relevant letters = <b>20 points</b></li> <li>• 1 relevant letter = <b>10 points</b></li> <li>• 0 relevant letters = <b>0 points</b></li> </ul>	40
2	Certification Level	<p>Certification: Level 400 Certification in Opentext Content Manager. (Formal document from Micro Focus (Vendor) to serve as confirmation)</p>	<ul style="list-style-type: none"> <li>• Level 400 or better = <b>40 points</b></li> <li>• Lower than Level 400 = <b>0 points</b></li> </ul>	40

No	Evaluation Criteria	Guideline	Scoring	Points
3	Project Manager	Any bachelor's degree with at least 3 years' experience in project management  CV and copy of certified qualification must be attached	Bachelor's degree with at least 3 years' experience in project management = <b>05 points</b>  Bachelor's degree with 2 years' experience in project management = <b>03 points</b>  Bachelor's degree with less than 2 years' experience in project management = <b>0 points</b>	05
4	Microsoft Azure Hosting	Confirmation of experience in Implementing and hosting Content Manager on Microsoft Azure. (invoices showing MS Azure billing for any of the clients in section 1 above)	<ul style="list-style-type: none"> <li>Three (03) or more Content Manager deployments on MS Azure = <b>15 points</b></li> <li>Two (02) Content Manager deployments on MS Azure = <b>10 points</b></li> <li>One (01) Content Manager deployment on MS Azure = <b>05 points</b></li> </ul>	15
	<b>Total</b>			<b>100</b>

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%. <b>&gt;50% = 5 points</b> <b>&lt;50% = 0 point</b>	5 points can be claimed by bidders who have owners/directors who are Black women with at least 50% of ownership	<b>5</b>
Youth ownership with at least 50%. <b>&gt;50% = 5 points</b> <b>&lt;50% = 0 point</b>	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	<b>5</b>
Black ownership with at least 50%. <b>&gt;50% = 10 points</b> <b>&lt;50% = 0 point</b>	10 points can be claimed by bidders who have owners/directors who are Black with at least 50% of ownership	<b>10</b>

**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
<b>Price</b>	<b>80</b>
<b>Specific Goals</b>	<b>20</b>
<b>Total</b>	<b>100</b>

## 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 as relevant to provision of this Content Manager system.

## 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 part

#### 15. TENDER VALIDITY PERIOD

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

#### 16. ENQUIRIES

Any technical enquiries regarding the terms of reference shall be directed in writing to:  
Mr. Tafadzwa Ramhewa  
E-Mail: [Ramhewa.T@qcto.org.za](mailto:Ramhewa.T@qcto.org.za)

Contact persons for SCM and administrative related issues:  
Mr. Lekhotla Motloun  
Email: [tenders@qcto.org.za](mailto:tenders@qcto.org.za)