TERMS OF REFERENCE

ACCESS TO RESEARCH CONTENT, TOOLS, TRAINING & SOFTWARE SELECTION RESOURCES

1. INTRODUCTION

The QCTO ICT Support Division seeks to enhance its operational efficiency and strategic planning capabilities by gaining access to a comprehensive suite of IT research, tools, training programs, and software selection resources. These resources will support the department in executing IT projects, developing policies, selecting appropriate technologies, and building leadership capacity.

2. OBJECTIVE

To procure access to a platform that provides comprehensive IT research content, practical tools, leadership development programs, and software selection resources to support the QCTO ICT department in achieving its strategic and operational goals.

3. SCOPE OF WORK

The selected provider will be expected to offer 2 licenses for access to the following or similar:

FEATURE	DETAILS
Access to core research content - project blueprints	Access to our full research content library with hundreds of IT project blueprints that provide step by step methodologies to take a practical and tactial approach in achieving all your IT projects and initiatives
Access to tools and templates library	Access to our tools and templates library where you will find thousands of templates and guides so you don't have to start from scratch! Get access to our Policy templates, scripts, presentation decks, job decriptions and even assessment tools to measure your organization current state.

Access to software selection content	Explore the performance of thousands of technology products using our comprehensive reviews from trusted practitioners and verified end users. Compare vendor performance using our data-rich tools and reports to find the right software for your business.
Access to Leadership Development Programs	5-day, role-specific training programs to help you systematically improve your IT department. We cover 7 key disciplines: CIO, Apps, Infrastructure, Security, Data, AI and Project Management. These comprehensive 5-day training programs offer immediate value by unlocking the power of collaborative learning from both industry experts and peers across various sectors. Each day, our subject matter experts will guide you through a unique topic and initiative, sharing key insights to help you approach each initiative with confidence and knowledge. Take home an actionable roadmap tailored to your organisation. Dissect your organisation's unique opportunities and challenges through daily self-assessments to uncover IT initiatives that matter. Leverage proven blueprints and tailored services to navigate these initiatives and avoid starting from scratch or tackling them alone.
Access to Info-Tech Academy	There are 10 certifications with 50 courses our members can take on our self-learning online platform. Members go at their own pace. Each course provides a curriculum via video and takes quiz after each topic to earn their certificate.

4. DELIVERABLES

- The service provider must deliver:

- Full access credentials to the platform and its content.

- Onboarding support and guidance for QCTO users.

- Documentation outlining available resources and how to utilise them.

- Reporting tools to track usage and progress in training programs.

6. EVALUATION CRITERIA

Proposals will be evaluated based on:

- Content Breadth & Relevance – Coverage of IT disciplines and practical tools.

- Training & Certification Quality – Structure, delivery, and recognition of programs.

- User Support & Accessibility – Ease of use, onboarding, and support services.

- References – At least two references from similar engagements.