

TERMS OF REFERENCE

FOR

**THE APPOINTMENT OF A SUITABLE AND EXPERIENCED
SERVICE PROVIDER FOR THE STRUCTURAL REMEDIATION TO
EXISTING TIMBER ROOF TRUSSES; DEMOLITIONS, SUPPLY
AND INSTALLATION OF A NEW ROOF COVER SYSTEM.**

INVITATION TO BID

THE APPOINTMENT OF A SUITABLE AND EXPERIENCED SERVICE PROVIDER FOR THE STRUCTURAL REMEDIATION TO EXISTING TIMBER ROOF TRUSSES; DEMOLITIONS, SUPPLY AND INSTALLATION OF A NEW ROOF COVER SYSTEM.

TENDER NO: QCTO 07/2026

Closing Date	Address for Submission
Date: 21 August 2026 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 BRIEFING SESSION

Compulsory Physical Briefing Session

Date: 06 August 2026

Time: 11:00 am – 12:00 pm

Venue: 256 Glyn Street, Hatfield, Pretoria

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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 the structural remediation to existing timber trusses; demolitions, supply and installation of a new roof cover system 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 the structural remediation of the existing timber trusses; demolitions, supply and installation of a new roof cover system. Removal of the old natural slate roof tiles and environmentally compliant disposal thereof.

The QCTO has one site situated in Hatfield, Pretoria which consists of two buildings (Building A and B) and covered walkways. The roof size of building A is approximately 2,681m² including walkway, building B is approximately 2,125m² including walkway is and the total for the two buildings and walkways are approximately 4,806m².

Building A has a ground floor, first floor, and basement.

Building B has a ground floor, the first floor and basement.

Works will be undertaken on Building B and Covered Walkway of Building A and B

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 11:00am 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 are dispatched at such a time that will accommodate 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 these 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 terms of reference (Must use attached Excel template).
- The published terms of reference (this document, including Annexure B to this document).

Bidders must adhere to the list below for submission:

Table 4 (a)

I/We have attached to this document:	Tick if submitted		Office use
Four hard copies of the technical bid document including the duly completed terms of references document (initialled by authorised signatories)	Yes	No	
Annexure B: Summary of experience (Must use attached template).	Yes	No	
Submission of one pricing completed SBD 3.3, together with Annexure B1 (Must use attached Excel template). (Separately sealed in an envelope labelled PRICING).	Yes	No	
One (1) USB Submission of the technical bid document including the duly completed terms of references document (initialled by authorised signatories)	Yes	No	
Duly Completed Standard Bidding Documents (SBD 1 SBD 4, SBD 6,1)	Yes	No	
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	Yes	No	
Tax Compliance Requirements	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 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. All other cost increases will be negotiated, not exceeding the actual inflation rate (CPI).
- 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

The appointed Contractor shall undertake all works necessary to safely remove the existing slate tile roof covering, repair and strengthen the existing timber roof structure where required, and install a new Klip-Lok roof sheeting system complete with all associated flashings, waterproofing and ancillary components. The bill of quantities to be priced by the tenderer is provided appended to this document in Appendix B.

The Contractor shall execute the works in accordance with the structural engineer's remedial drawings, specifications, Bill of Quantities and all applicable South African standards.

5.1. Pre-Construction Requirements

The Contractor shall:

5.1.1. Site Establishment

- Establish site facilities.
- Provide temporary protection measures.
- Provide safe access systems and fall protection.
- Prepare a construction programme.
- Submit method statements for approval.

5.1.2. Site Verification

- Verify all dimensions on site.
- Verify roof geometry and levels.
- Verify existing structural conditions prior to commencement.

5.1.3. Health and Safety

- Prepare a site-specific Health and Safety Plan.
- Comply with Construction Regulations 2014.
- Appoint competent persons for work at height.

5.2. Removal of Existing Roof Covering

The Contractor shall:

5.2.1. Slate Tile Removal

- Carefully remove existing slate roof tiles.
- Remove ridge tiles and associated roof accessories.
- Remove damaged battens where necessary.
- Protect occupied areas during removal.

5.2.2. Disposal

- Load, transport and legally dispose of demolished materials.
- Provide disposal certificates where required.
- Maintain a clean and safe working environment.

5.3. Structural Timber Roof Repairs

The Contractor shall undertake all remedial works identified by the Structural Engineer including but not limited to:

5.3.1. Timber Trusses

- Repair damaged timber truss members.
- Replace severely deteriorated timber elements.
- Reinstall missing structural members.
- Strengthen trusses where specified.

5.3.2. Timber Connections

- Replace corroded fasteners (If any)
- Reinforce existing connections where required.
- Install additional connection plates where required.

5.3.3 Timber Treatment

- Remove loose and deteriorated timber.
- Treat all affected areas for fungal attack, termites (specifically walkways) and timber decay.
- Apply approved preservative treatment to repaired sections.

5.3.4 Roof Bracing

- Install additional bracing where specified.
- Reinstate missing bracing members.
- Strengthen roof diaphragm action where required.

5.4. Installation of New Roof Covering

5.4.1. Roof Sheeting

- Supply and install:
- Klip-Lok roof sheeting.
- Roof underlay or insulation where specified.
- Roof fixing systems.
- Side laps and end laps.

5.4.2. Flashings

- Supply and install:
- Ridge flashings.
- Barge flashings.
- Apron flashings.
- Valley flashings.

5.4.3. Rainwater Goods

- Supply and install:
- Gutters.
- Downpipes.
- Brackets.

5.5. Waterproofing and Weatherproofing

The Contractor shall:

- 5.5.1. Ensure all roof penetrations are sealed.
- 5.5.2. Waterproof all junctions.
- 5.5.3. Prevent water ingress during construction.
- 5.5.4. Rectify any leaks identified during testing.

5.6. Testing and Quality Assurance

The Contractor shall:

- 5.6.1. Conduct inspections during construction.
- 5.6.2. Allow access for engineering inspections.
- 5.6.3. Rectify all defects identified.

5.7. Practical Completion

Practical completion shall only be achieved once:

- 5.7.1. All roof coverings have been installed.
- 5.7.2. All structural repairs have been completed.
- 5.7.3. Snag items have been rectified.
- 5.7.4. The works have been inspected, accepted and signed-off by the Engineer.

6. Compliance and Safety

- 6.1.1. Ensure all work complies with the Occupational Health and Safety Act, SANS standards, and relevant building codes.
- 6.1.2. Always wear appropriate Personal Protective Equipment (PPE) while on site.
- 6.1.3. Maintain a safe and clean work environment during and after all tasks.
- 6.1.4. Perform a comprehensive assessment and full diagnosis on work that needs to be completed
- 6.1.5. Service providers shall bring their own first aid kit on site
- 6.1.6. Contractor must comply with the QCTO Permit to Work and Safe operation procedures

7. Recordkeeping and Reporting

Complete job cards for each assignment detailing:

- 7.1. Nature of work done
- 7.2. Tools and Materials used
- 7.3. Duration of work
- 7.4. Signature of QCTO representative
- 7.5. Attend scheduled meetings with QCTO facilities or contract management teams.
- 7.6. Provide itemised quotations and invoices for materials or additional work outside the service agreement or in order to claim against contingency allowances
- 7.7. Coordinate with QCTO's appointed officials for access, approvals, and sign-offs.
- 7.8. Submission of reports, invoices, completed job card and other related documents.

8. COMPANY REQUIREMENTS

The following must be submitted:

- 8.1. Valid Letter of Good Standing / Valid COIDA certificate
- 8.2. CIDB Grade 4GB or Higher
- 8.3. Public Liability Insurance
- 8.4. Registered Construction Health and Safety Officer
- 8.5. Proof of similar projects completed in the last 5 years
- 8.6. Certified copies of Identity Documents (IDs) and or valid passport for Non-South African citizen of company directors.
- 8.7. 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
- 8.8. Proof of company/closed corporation registration and a copy of CM/CK certificates
- 8.9. CSD Registration (National Treasury)
- 8.10. A detailed Project plan demonstrating understanding of the scope of work, expected milestones and good risk management.

9. DELIVERABLES AND TIME FRAMES

The service provider must ensure that the services are provided within two (02) months from the start date of the contract. QCTO shall review the bidder's performance weekly and reserves the right to terminate the contract due to non-performance.

DELIVERABLES	TIMEFRAME
Inception Meeting Signing of the SLA Project plan/ Schedule of works Signing of the SLA	October 2026
Site Establishment	1 Week
Removal of Natural Slate Tiles and Installation of Insulation and New Roof Sheeting	1 month
Structural Remedial Works to Roof System	1 month
Completion of Snags, Engineering sign-off and Handover	1 week

10. EXPERIENCE / SKILLS / PAST PERFORMANCE / TEAM REQUIRED

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

10.1. Company Experience

The service provider must have a minimum of five (05) years of operational experience in removal of existing roof coverings and supply, installation of new roof covering systems; along with structural remedial works on timber trusses within previously executed works. 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 in the last (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.

10.2. Qualifications and Experience Required

Required details of each team member must be provided. Team members indicated in the proposal must be available for the duration of the project and must play a meaningful role in the project. Replacement of team members may only be done in consultation with QCTO and replacement team members must have the same profile as well as qualifications / experience as those they are replacing.

The following table illustrates the minimum qualifications and experience required for

Table 10.2(a)

Roles*	Qualifications and Certification	Experience
Foreman / site agent	National Certificate (N6) in Building / civil Construction (NQF Level 5) or Higher	A minimum of five years' practical experience in same or similar projects
Project Manager	National Diploma or Degree in Construction/ Civil or Structural engineering	A minimum of five years' practical experience in Construction/ Civil or Structural engineering
Safety Officer	- National Diploma/ Degree in Safety Management - Safety Professionals of South Africa established in the South African Institute of Occupational Safety and Health (SAIOSH) and the South African Council for the Project - Construction Management Professions (SACPMP) Registered	A minimum of three years' practical experience in same or similar projects

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

11. 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.

11.1. 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 11.1 (a)

NO	I/We have attached to this document:	Tick if submitted		Office use
1	Valid COIDA letter of good standing / certificate	Yes	No	
2	Professional Indemnity Insurance for Professional Structural Engineer (Independent appointment by QCTO)	Yes	No	
3	CIDB grading – 4GB (General Building) or higher	Yes	No	
4	Appointed Safety Officer Qualifications in SAIOSH and SACPMP	Yes	No	
5	Certified copies of the identity documents of those with equity/shares	Yes	No	
6	Public Liability Insurance	Yes	No	
7	Proof of company/closed corporation registration and a copy of CM/CK certificates	Yes	No	
8	CSD Registration (National Treasury)	Yes	No	

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

11.2. 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 the Terms of Reference and quality.

Table 11.2(a): Qualifying Bid will be evaluated on the following:

No	Evaluation Criteria	Guideline	Scoring	Points
1	Company experience	Demonstrate adequate experience through the number, types of similar projects/assignments undertaken. The service provider must have a minimum of five (05) years of operational experience as per paragraph 10.1. Bidders are expected to attach reference letters or project completion certificates in the last 5 years from previous clients for contracts undertaken. Reference letters must contain the following: - Signed and on an entity letterhead. - Clearly indicate the type of service provided. - Reference letters to be dated and signed - Relevant contact person's name, surname and position - Relevant contact number/s QCTO reserves the right to contact these organisations, without prior notice to the bidder	05 or more reference letters provided = 40 points 04 Reference letters provided = 30 points 03 Reference letters provided = 20 points 02 Reference letters provided = 10 points - No reference letters provided = 0 points	40
2	Qualification: Project Manager	A minimum of a National Diploma or Degree in Construction/ Civil or Structural engineering	A minimum of a Diploma/degree in Construction/ Civil or Structural engineering = 10 points No Diploma/degree in Construction/ Civil or Structural = 0 points	10
3	Experience: Project Manager	A minimum of five years' practical experience in Construction/ Civil or Structural engineering	Five or more years' experience in Construction/ Civil or Structural engineering = 10 points 3 to 4 years' experience in Construction/ Civil or Structural engineering = 5 points Less than 3 years' experience in Construction/ Civil or Structural engineering = 0 points	10

6	Qualification: Safety Officer	- National Diploma/ Degree in Safety Management - Safety Professionals of South Africa established in the South African Institute of Occupational Safety and Health (SAIOSH) and the South African Council for the Project - Construction Management Professions (SACPMP) Registered	National Diploma/ Degree, SAIOSH and / SACPMP approved registrations = 5 points No National Diploma/ Degree, SAIOSH and SACPMP approved registrations = 0 points	5
7	Experience: Safety Officer	A minimum of three years' practical experience in same or similar projects	3 or more years' experience = 5 points 3 to 4 years' experience = 3 points Less than 3 years' experience = 0 points	5
8	Qualification: Foreman/ site agent	National Certificate (N6) in Building / civil Construction (NQF Level 5) or Higher	National Certificate (N6) in Building / civil Construction (NQF Level 5) or Higher = 10 No Qualification = 0 points	10
9	Experience: Foreman/ site agent	A minimum of five years' practical experience in same or similar projects	05 years of practical experience in same or similar projects = 10 points 02 years of practical experience in same or similar projects = 05 points Less than 2 years' experience = 0points	10
8	Project Methodology	A detailed methodology and approach, including the implementation/project plan on how the service provider will deliver the services. A detailed Project plan demonstrating understanding of the scope of work, expected milestones and good risk management. A project programme indicating the project activities, line items, duration and critical path.	Detailed Project plan and project programme demonstrating understanding the scope of work, expected milestones and good risk management = 10 points Detailed Project plan and project programme demonstrating understanding the scope of work and expected milestones = 5 points Detailed Project plan and project programme but does not demonstrate understanding the scope of work = 3 points	10
	Total			100

Each criterion shall be assessed and scored on the evaluation sheet using the above points.

Threshold: Bidders who score less than **80** out of **100** points will not be considered for Price and Specific Goals and will be disqualified for this project

11.3. 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 with at least 50%. >50% = 5 points <50% = 0 point	5 points can be claimed by bidders who have directors who are women with at least 50% controlled / directorship	5
Youth with at least 50%. >50% = 5 points <50% = 0 point	5 points can be claimed by bidders who have directors who are young people from the age of 16 to 35 with at least 50% controlled / directorship	5
Black controlled / directorship with at least 50% >50% = 10 points <50% = 0 point	10 points can be claimed by bidders who have directors who are Black with at least 50% controlled / directorship	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).

12. 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

13. 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.
- A Certificate of Disposal must be supplied to the QCTO for the old slate roof tiles to be removed.
- The salvage cost of the removed old slate roof tiles must be subtracted from the total submitted tender price (Nett of labour and transport costs incurred).
- 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).
- 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.
- Defects liability period and indemnity certificate
- 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.

14. 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>

15. 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 two 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.

16. 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

17. TENDER VALIDITY PERIOD

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

18. ENQUIRIES

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

Mr. Nkagisang Motalaote

Email: motalaote.n@qcto.org.za

Contact person for SCM and administrative-related issues: Mr.

Lekhotla Motloun

Email: tenders@qcto.org.za