

TERMS OF REFERENCE

FOR

**FOR THE APPOINTMENT OF A SUITABLE AND EXPERIENCED
SERVICE PROVIDER FOR THE DESIGN, SUPPLY AND
INSTALLATION OF EQUIPMENT AND MAINTENANCE OF A
COMPLETE MEDIA, PODCAST, LIVESTREAMING FACILITY/ ROOM.**

INVITATION TO BID

FOR THE APPOINTMENT OF A SUITABLE AND EXPERIENCED SERVICE PROVIDER FOR THE DESIGN, SUPPLY AND INSTALLATION OF EQUIPMENT AND MAINTENANCE OF A COMPLETE MEDIA, PODCAST, LIVESTREAMING FACILITY/ ROOM

TENDER NO: QCTO 15/2026

Closing Date	Address for Submission
Date: 06 November 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: 22 October 2026

Time: 11:00am – 12:00pm

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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>.

The QCTO has one site situated in Hatfield, Pretoria which consists of two buildings (Building A and B).

The size for building A is 3950.07 m² and for building B is 1528.92 m² and the total for the two buildings is (5,478 m²).

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

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

Prospective service providers who are interested in rendering services for the design, supply and installation of equipment and maintenance of a complete media, podcast, livestreaming facility/ room 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.

1. 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.

2. PURPOSE

The purpose of this bid is for the QCTO to appoint a suitable service provider for the end-to-end delivery of the podcast studio, including the integration of appropriate studio equipment, acoustic solutions, soundproofing, and technical systems. The objective is to ensure the podcast room meets industry standards for sound quality, functionality, and reliability, enabling seamless recording, production, and livestreaming of audio and visual content.

3. 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 dispatched 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 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 the terms of reference (Must use attached Excel template).
- The published terms of reference (this document, including Annexures 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
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	

3.1. Pricing

- 3.1.1. 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.
- 3.1.2. Bidders are required to indicate their rates (costs) inclusive of all applicable taxes.
- 3.1.3. The attached spreadsheet (**B1**) must be used to cost the Bid.
- 3.1.4. The price Bid must include VAT (if applicable) and should be fully inclusive to deliver all outputs indicated in the terms of reference.
- 3.1.5. 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.
- 3.1.6. 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.
- 3.1.7. All other cost increases will be negotiated, not exceeding the actual inflation rate (CPI).
- 3.1.8. 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

3.2. 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.

3.3. CONSORTIUMS AND JOINT VENTURES

- 3.3.1. 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.
- 3.3.2. Should all the requirements in respect of the bidding unit or the individual entities not be met, the bidding unit will be disqualified.
- 3.3.3. It is recognised that bidders may wish to form consortia to provide the services.
- 3.3.4. 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.

4. PROJECT OVERVIEW

The Quality Council for Trades and Occupations (QCTO) intends to appoint a suitably qualified and experienced bidder to deliver a complete, permanently installed media, podcast and livestreaming facility. The appointed bidder shall be responsible for the end-to-end design, supply, installation, integration, testing, commissioning, training and support of the complete solution.

The facility will support the QCTO's communication, stakeholder-engagement and digital-content requirements through professional pre-recorded interviews, livestreamed interviews, presentations, podcasts and related social-media content.

5. SCOPE AND SINGLE-POINT RESPONSIBILITY

The appointed bidder will be required to design, supply, install, and commission a fully-fledged media, podcast, and livestreaming studio, including a fully functional podcast room, on behalf of the QCTO. The bidder shall deliver a complete solution and shall remain accountable for the performance, interoperability and completeness of the entire installation, including any work performed by subcontractors. **Bidders shall complete an itemised pricing schedule and bill of quantities provided appended to this document in annexure B.**

- 5.1.1. All proposed components shall be new, current, supported products and suitable for professional institutional use.
- 5.1.2. All brand names or models used by a bidder shall be accompanied by full technical literature and shall meet or exceed the minimum performance requirements in this specification.
- 5.1.3. The contract price shall include all labour, equipment, cables, connectors, converters, mounts, adapters, power supplies, licences, rack components, consumables and accessories required for a complete operational system.
- 5.1.4. The provider shall coordinate the studio, acoustic, audiovisual, information-technology and facilities work and shall warrant the integrated solution.

6. SITE AND FUNCTIONAL SPACES

Space	Minimum functional use
Media/podcast production room	Permanent on-camera production area for up to four participants, with cameras, microphones, lighting, backdrop/display and production furniture. The indicative existing production area is approximately 5 m x 6.5 m and shall be verified during the compulsory site briefing.
Technical control room/area	Separate or acoustically isolated location for audio mixing, camera switching, livestream control, monitoring, local recording, storage access and technical equipment. Operator conversation and equipment noise should not contaminate the production recording.
Briefing room	Separate room for preparing guests, reviewing scripts, pre-interviews and waiting without disrupting an active production.

Bidders shall verify the allocated spaces, measurements, access routes and visible site conditions during the compulsory site briefing. The appointed provider shall confirm all technical and facilities assumptions during the design stage.

7. DESIGN-STAGE TECHNICAL ASSESSMENT

Within the first two weeks after commencement, and before equipment is ordered or physical installation begins, the bidder shall conduct a comprehensive site and technical assessment.

- a. Room dimensions, layout, access and operating workflow.
- b. Acoustic treatment, sound isolation and environmental noise.
- c. Electrical supply, outlets, earthing, surge protection and uninterrupted power requirements.
- d. Lighting, ceiling, mounting, ventilation, heat load, fire and building constraints.
- e. Structured cabling, network switching, internet upload capacity, access control, cybersecurity and storage integration.
- f. Camera coverage, microphone placement, sightlines, control-room arrangement and equipment-rack requirements.
- g. Existing Livepush subscription, approved social-media destinations, software licences and account-management requirements.

7.1. Technical Assessment and Detailed Design Report

The bidder shall submit a report for written QCTO approval containing:

- 7.1.1. Verified measurements, site photographs, floor plans and 3D concept renders.
- 7.1.2. Acoustic and sound-isolation design, including proposed measurable design targets and test method.
- 7.1.3. Furniture, camera, microphone, lighting, display, control-desk and equipment-rack layouts.
- 7.1.4. Electrical, ventilation, network, cybersecurity, storage, backup and cable-routing requirements.
- 7.1.5. Complete system architecture and connection diagrams showing every signal path and interface.
- 7.1.6. Livepush integration, local-recording, editing, storage and publishing workflow.
- 7.1.7. Final equipment schedule and itemised bill of quantities, including brand models, quantities, licences and recurring charges.
- 7.1.8. Implementation programme, risk register, training plan, commissioning test plan, warranties and support arrangements.

7.2. QCTO Approval Hold Point

No equipment shall be ordered, substituted or installed, and no partitioning, electrical, ceiling, mounting or acoustic work shall commence until the QCTO has approved the Technical Assessment and Detailed Design Report in writing. QCTO approval shall not relieve the provider of responsibility for the technical adequacy or integrated performance of the solution.

Any variation arising from a genuinely unforeseeable condition shall be separately motivated and costed and shall require written QCTO approval before the affected work proceeds. No verbal instruction shall authorise additional expenditure.

8. MINIMUM TECHNICAL AND FUNCTIONAL REQUIREMENTS

8.1. Room Works, Acoustics and Branding

- 8.1.1. Design and install acoustic treatment and sound-isolation measures suitable for professional spoken-word and video production.
- 8.1.2. Provide an acoustic baseline assessment and a post-installation test report prepared by a suitably qualified practitioner, confirming the approved design targets and identifying test conditions and instruments used.
- 8.1.3. Complete all approved partitioning, doors, ceiling work, cable routes, ventilation interfaces, electrical work, finishing and reinstatement necessary for a safe and functional installation.
- 8.1.4. Provide a QCTO-branded backdrop or wall treatment. All artwork and logo applications shall receive written QCTO approval and comply with the QCTO Corporate Identity Manual.
- 8.1.5. Provide illuminated or clearly visible studio signage and a recording-in-progress indicator at the production-room entrance. The Room size is about 50M² (10m X 5m).

8.2. Four-Person Podcast and Audio System

- 8.2.1. One integrated professional audio-production console with at least four broadcast-quality microphone inputs, multitrack recording, programmable processing, sound-pad capability, computer integration and independent headphone monitoring for four participants.
- 8.2.2. Four professional broadcast-quality dynamic microphones optimised for spoken-word recording.
- 8.2.3. Four low-noise adjustable professional boom arms, compatible mounts and all required accessories.
- 8.2.4. Four closed-back professional monitoring headphones with replaceable cables or serviceable parts.
- 8.2.5. Four professional balanced microphone cables of suitable length.
- 8.2.6. One matched pair of active near-field studio-monitor speakers, with isolation pads or approved mounts.
- 8.2.7. Two professional lavalliere microphones, two lightweight headset microphones and one professional directional boom/shotgun microphone system, each complete with compatible receivers, transmitters, cables, power solutions and mounting accessories where applicable.
- 8.2.8. The complete audio system shall operate without audible hum, buzz, radio-frequency interference, distortion or distracting echo under normal operating conditions
- 8.2.9. Two HS2 ergonomic, lightweight, low-profile headset microphone that delivers crisp, clear audio for hands-free presentations, including on stage, vlogging, broadcast and performance use.

8.3. Camera and Video-Capture System

- 8.3.1. A minimum three-camera production configuration providing a wide shot and appropriate participant or presentation angles.
- 8.3.2. At least one permanently installed remotely controllable Pan-tilt-zoom (PTZ) camera and two professional 4K-capable video or mirrorless cameras, or an equivalent configuration that provides equal or superior operational coverage.
- 8.3.3. Each camera shall provide clean continuous video output, reliable continuous power, suitable lenses, professional mounting, tally or operator-status indication where supported, and thermal performance appropriate for extended productions.
- 8.3.4. All tripods, wall or ceiling mounts, safety restraints, memory cards, chargers, carry cases and camera-control accessories required by the approved design shall be included.

- 8.3.5. The system shall support 4K local acquisition where required and professional 1080p livestream output at 25 or 30 frames per second, subject to the approved platform workflow.

8.4. **Video Switching, Recording and Monitoring**

- 8.4.1. One professional video switcher and recorder with a minimum of four compatible video inputs, Multiview monitoring, transitions, stills, lower thirds, picture-in-picture and local programme recording.
- 8.4.2. The approved solution shall record the programme master and the required isolated camera feeds for post-production.
- 8.4.3. The provider shall include all required HDMI, SDI, NDI, USB, IP or conversion equipment. The final architecture shall not mix interfaces without documenting and supplying the required converters and control components.
- 8.4.4. One appropriate Multiview/control monitor shall be included where the approved control-room displays do not provide the required monitoring workflow.
- 8.4.5. QCTO-branded scene templates, opening and closing frames, holding screens, lower thirds, speaker-name templates and emergency/fallback scenes shall be configured and handed over in editable form.

8.5. **Existing Livepush Integration and Livestreaming**

The QCTO has an existing Livepush multistreaming subscription. The bidder shall integrate the studio with the existing QCTO account and shall not include a duplicate distribution platform unless the QCTO approves a documented gap analysis in writing.

- 8.5.1. Provide and configure a professional hardware encoder or stable software-encoding solution compatible with the approved Livepush ingest protocol and workflow.
- 8.5.2. Configure the QCTO-approved Livepush inputs and social-media destinations.
- 8.5.3. Test simultaneous multistreaming to at least three QCTO-approved destinations where platform rules and the QCTO subscription permit.
- 8.5.4. Provide real-time stream-health monitoring and an operator workflow for identifying failed destinations without interrupting the local programme recording.
- 8.5.5. Create a high-quality local master recording independently of the cloud livestream so that content remains available if internet connectivity or an external platform fails.
- 8.5.6. The QCTO shall retain ownership and administrative control of Livepush, social-media accounts, stream profiles, graphics, recordings and credentials. Provider access shall be removed after handover unless retained under an approved support arrangement.
- 8.5.7. The provider shall disclose all once-off and recurring costs and shall not renew, upgrade or replace the existing subscription without prior written QCTO approval.

8.6. **Editing Workstation and Software**

- 8.6.1. One dedicated professional editing workstation capable of sustained multicamera 4K video editing, colour correction, audio post-production, captioning and export while the studio records or livestreams independently.
- 8.6.2. Processor: Intel Core Ultra 9 or AMD Ryzen 9 (16 cores or higher); Memory: 64GB DDR5 RAM; Graphics: NVIDIA RTX 5070 12GB or better; Primary Storage: 2TB NVMe SSD; Secondary Storage: 4TB NVMe SSD; Network: 1GbE LAN, Wi-Fi 6E or better.
- 8.6.3. One colour-accurate display of at least 27 inches with minimum 4K resolution, together with keyboard, pointing device, audio monitoring and required interface adapters.

- 8.6.4. Current, properly licensed professional editing, audio and graphics software compatible with QCTO workflows. The bidder shall disclose licence periods, user limits, renewal costs and project-file compatibility. The minimum subscription period should be 24-months.
- 8.6.5. The workstation shall be configured for separate authorised editing access without degrading an active production or central-storage performance.

8.7. Central Storage, Network and Backup

- 8.7.1. Enterprise Storage Area Network (SAN) providing at least 30TB usable capacity.
- 8.7.2. or SAN-rated drives, hot-swap support where available, health monitoring and documented drive-replacement procedure.
- 8.7.3. Drive Bays: Minimum 12 hot-swappable drive bays; RAID Protection: RAID 6 or higher.
- 8.7.4. 10Gb Network Interfaces: Minimum 2 × 10GbE ports; Management Interfaces: Minimum 2 × 1GbE management/network ports.
- 8.7.5. Managed network switching, 10 GbE connectivity for the editing and storage workflow where required, structured cabling and all compatible transceivers or adapters.
- 8.7.6. Storage Controllers: Dual active-active controllers or equivalent redundancy.
- 8.7.7. Power Supplies: Minimum 2 × hot-swappable redundant power supplies.
- 8.7.8. Data Protection: Snapshot functionality and hot spare disk support.
- 8.7.9. Scalability: Must support future capacity expansion through additional drives and/or expansion shelves.
- 8.7.10. Management: Web-based administration and monitoring console.
- 8.7.11. Warranty: Minimum 3-year manufacturer warranty and support.
- 8.7.12. Role-based access, administrator handover, logging, secure remote-support controls and integration with QCTO information-security requirements.
- 8.7.13. Configure and integrate the SAN to the QCTO backup environment (Veeam backup and replication).

8.8. Professional Lighting

- 8.8.1. One portable professional two-head LED key/fill lighting kit with adjustable colour temperature, dimming, stands, power adapters, modifiers and carry cases.
- 8.8.2. Two permanently installed or roof-mounted professional LED panels with adjustable colour temperature, dimming and wired or wireless control accessible from the control room.
- 8.8.3. All principal production lights shall be flicker-free on camera, have a colour-rendering index of at least CRI 95 or equivalent, and provide sufficient output for the approved camera exposure and room layout.
- 8.8.4. All overhead mounting shall include appropriate brackets, secondary safety restraints and compliant cable management.

8.9. Displays

- 8.9.1. Two 65-inch 4K UHD professional or commercial-grade displays, including secure wall mounts, cable management, control accessories and at least a two-year onsite or equivalent warranty.
- 8.9.2. One display shall serve as the approved on-camera backdrop or presentation display. The second shall support the control, confidence-monitoring or briefing workflow identified in the approved design.
- 8.9.3. Displays shall provide adequate brightness, non-distracting reflections, required connectivity and operating duty cycle for the intended professional use.

8.10. Furniture, Storage and Signage

Item	Minimum quantity	Requirement
Three-seat couch	1	Professional appearance; durable commercial fabric; suitable scale and colour for the approved set design.
Studio desks/tables	2	Custom or commercial furniture suitable for microphones, participants and the approved camera layout; concealed cable management.
Coffee tables	2	Stable, non-reflective and compatible with the approved set design.
Studio chairs	4	Comfortable, quiet in operation and suitable for extended recorded interviews.
Briefing-room table	1	Suitable for guest preparation, script review and pre-interviews.
Briefing-room office chairs	4	Adjustable ergonomic task chairs.
Lockable storage cabinet	1	Approximately 1800 mm high x 900 mm wide x 450 mm deep, with adjustable shelves or approved equivalent capacity.
Studio and recording signage	1 set	Permanent room sign plus recording-in-progress indicator or illuminated sign.

8.11. AI-Assisted Production Functions

AI-assisted functionality is required to reduce the time QCTO staff spend on transcription, captioning and content repurposing. All outputs shall remain reviewable and editable by QCTO officials.

- 8.11.1. Generate an editable transcript from a completed recording.
- 8.11.2. Generate, correct and export captions in commonly used video and subtitle formats.
- 8.11.3. Identify potential highlights and assist staff to create short clips and vertical social-media versions.
- 8.11.4. Retain links between the original recording, transcript, captions and derived outputs where supported.
- 8.11.5. Disclose the software, included licence period, user limits, supported languages, renewal costs, internet dependency, data-processing and storage location, access controls and functionality remaining when the subscription expires.
- 8.11.6. QCTO recordings and transcripts shall not be used to train external systems without prior written QCTO authorisation.

9. TRAINING AND SKILLS TRANSFER

QCTO officials (minimum of five) shall receive at least two full days of role-based, hands-on training using the installed system.

- 9.1. Safe start-up, shutdown and basic system checks.
- 9.2. Microphone placement, gain setting, audio mixing and monitoring.
- 9.3. Camera operation, framing, PTZ presets, lighting and presentation-display use.
- 9.4. Camera switching, local master and isolated-feed recording.
- 9.5. Livepush operation, destination selection, stream monitoring, branded overlays and fallback procedures.
- 9.6. Storage, backup, file naming, retrieval, access control and project archiving.
- 9.7. Editing, audio refinement, colour correction, captioning, AI-assisted workflows and export for YouTube and social media.
- 9.8. Routine troubleshooting, fault logging, support escalation and safe recovery procedures.

The provider shall supply user manuals, recorded and reusable training material (video and print), simple operating procedures and quick-reference guides. At least two pilot productions shall be supported. Training shall not be accepted as complete until the required independent-user demonstration has been passed.

10. SIX-MONTH POST-PRODUCTION AND ADOPTION SUPPORT

The bidder shall provide a six -month post-production and adoption support package comprising up to one supported production per month. Each production may be up to 60 minutes in recorded duration and shall include:

- 10.1. Technical preparation and remote or onsite production guidance.
- 10.2. One edited long-form master suitable for the QCTO YouTube channel.
- 10.3. Audio refinement, basic colour correction, approved QCTO titles and graphics
- 10.4. Editable transcript and captions.
- 10.5. At least three short clips or reels derived from the supported production.
- 10.6. Up to three reasonable revision rounds per supported production.
- 10.7. Monthly workflow review and practical coaching aimed at increasing QCTO staff independence.

The support package should highlight turnaround times, support hours, booking requirements and exclusions. All source files, project files, editable graphics, transcripts, captions and final outputs shall remain QCTO property.

11. DOCUMENTATION AND HANDOVER

- 11.1. Approved as-built floor plans, equipment layouts and system connection diagrams.
- 11.2. Final itemised bill of quantities, serial-numbered asset register and warranty schedule.
- 11.3. Equipment manuals, software and licence register, renewal dates and recurring-cost schedule.
- 11.4. QCTO-controlled administrator credentials and secure credential-handover record.
- 11.5. Configuration backups, editable QCTO graphics/templates and documented recovery procedures.
- 11.6. Training materials, attendance registers and competency-assessment records.
- 11.7. Acoustic, electrical, network, storage, livestream, recording and acceptance-test reports.
- 11.8. Support contacts, escalation matrix, service-level commitments and maintenance recommendations.

12. COMMISSIONING AND ACCEPTANCE TESTING

Commissioning shall be conducted against the approved test plan. The bidder shall correct all defects before requesting final acceptance. At minimum, the following end-to-end acceptance scenario shall be completed:

- 12.1. A continuous 60-minute simulated programme with up to four participants is captured with clear, balanced speech and professional, properly exposed pictures.
- 12.2. The programme is livestreamed through the existing Livepush subscription to at least three QCTO-approved destinations where platform rules permit, while a high-quality local master and the approved isolated feeds are recorded.
- 12.3. Approved QCTO opening, closing, speaker-name and lower-third graphics are applied correctly.
- 12.4. At the same time, another authorised QCTO official edits and exports an earlier production without interrupting or degrading the active production.
- 12.5. The programme is transferred to central storage, retrieved, edited, captioned and exported as a full YouTube programme and at least three short horizontal or vertical social-media products.
- 12.6. Loss of internet connectivity or a failed external destination does not prevent creation and retrieval of the local master recording.
- 12.7. Storage permissions, backup and recovery, restoration are demonstrated with QCTO IT participation.
- 12.8. Post-installation acoustic testing confirms the targets approved in the Detailed Design Report, and recorded speech contains no distracting echo, hum, buzz, interference or avoidable external noise.
- 12.9. At least two designated QCTO officials independently start, configure and conduct the test production, store the content, edit it and export the required products using the supplied guides. The provider may observe but shall not operate the system on their behalf.

Final acceptance shall require written QCTO sign-off after all defects are corrected and all documentation, credentials, licences, warranties, assets and training records have been handed over

13. WARRANTY AND SUPPORT

- 13.1. Minimum 24-month warranty on supplied equipment and installation workmanship from the date of operational acceptance, unless a longer manufacturer warranty applies.
- 13.2. All warranty administration, labour, call-out, removal, delivery and reinstallation costs shall be included during the warranty period, except where damage is caused by proven misuse or an excluded event.
- 13.3. Critical fault acknowledgement within four business hours; remote workaround or recovery attempt within one business day; onsite attendance within two business days where remote recovery is unsuccessful.
- 13.4. Where a critical item cannot be restored within five business days, the provider shall propose an interim replacement or alternative workflow that maintains essential QCTO production capability.
- 13.5. Software updates, configuration backups and security updates for provider-supplied systems shall be addressed in the support plan.
- 13.6. The bidder shall provide local support contacts, escalation procedures and evidence of access to parts and manufacturer or distributor support.

14. BIDDER SUBMISSION REQUIREMENTS

The following **must** be submitted:

- 14.1. Valid Letter of Good Standing - Valid COIDA certificate
- 14.2. Certified copies of Identity Documents (IDs) and or valid passport for Non-South African citizen of company directors.
- 14.3. Proof of company/closed corporation registration and a copy of CM/CK certificates
- 14.4. CSD Registration (National Treasury)
- 14.5. Completed itemised pricing schedule and bill of quantities.
- 14.6. Company profile and evidence of relevant completed projects.
- 14.7. Verifiable client reference letters.
- 14.8. Preliminary site-responsive concept, floor plan and proposed system architecture based on the compulsory site briefing.
- 14.9. Detailed proposed equipment schedule, including manufacturer, model, quantity, key specification, warranty and country or channel of support.
- 14.10. Compliance schedule responding to every requirement and identifying any deviation.
- 14.11. Project plan, installation methodology, risk register, resource allocation, training plan, test methodology, warranty and support plan.
- 14.12. CVs and supporting documents.
- 14.13. Disclosure of subcontractors and clear allocation of responsibilities, without limiting the main bidder's single-point accountability.
- 14.14. Disclosure of all software, cloud services, licence periods, renewal fees, user limits, data-processing locations and recurring charges.

15. DELIVERABLES AND TIME FRAMES

The bidder must ensure that the goods are delivered and installed within 04 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 Technical assessment Project plan, timelines and warranties.	November 2026
Comprehensive post-production support services	six (6) months

16. EXPERIENCE / SKILLS / PAST PERFORMANCE / TEAM REQUIRED

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

16.1. Company Experience

The bidder must have a minimum of eight (08) years of operational experience in design, supply, install, and commission a fully-fledged media, podcast, and livestreaming studio projects previously executed or similar services. To support this, bidders 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 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.

16.2. Team Qualifications and Experience Required

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 of such must have the same qualifications / experience as those they are replacing.

The following table illustrates the minimum qualifications and experience required for

Table 16.2(a)

Roles*	Qualifications	Experience
Project Manager	A minimum of NQF Level 7 qualification and Project Management experience in Communication, Media, Broadcasting related, Engineering and Technology, Built Environment, Business Management.	10 years or more of experience in Project Management. - Provide a detailed CV that includes: ➤ Relevant work history ➤ Roles and responsibilities.
Lead audiovisual / studio designer	A minimum of NQF Level 6 qualification in Studio Design, Audio Visual Technology, Sound Engineering or a related field.	8 years or more of experience in Studio Design or similar. - Provide a detailed CV of a Lead Studio Designer, responsible for studio layout, acoustic planning, and equipment integration. - Provide a detailed CV that includes: ➤ Relevant work history ➤ Roles and responsibilities.
Acoustic practitioner	A minimum of NQF Level 6 qualification in Audio Visual Technology, Sound Engineering or a related field	8 years or more of experience in Audio Visual related or similar. - Provide a detailed CV that includes: ➤ Relevant work history ➤ Roles and responsibilities.

One person may fill more than one role only where competence and capacity are demonstrated.

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

17. 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.

17.1. 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 17.1. (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	Certified copies of Identity Documents (IDs)	Yes	No	
3	Proof of company/closed corporation registration and a copy of CM/CK certificates	Yes	No	
4	CSD Registration (National Treasury)	Yes	No	

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

17.2. 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 17.2(a): Qualifying Bid will be evaluated on the following:

No	Evaluation Criteria	Guideline	Scoring	Points
1	Company experience	The bidder must demonstrate proven operational experience in design, supply, install, and commission a fully-fledged media, podcast, and livestreaming studio projects previously executed or similar services. The bidder must have a minimum of eight (08) years experience as per paragraph 16.1. Bidders are expected to attach reference letters from previous clients for contracts undertaken. Reference letters must contain the following: ➤ Signed and on an entity letterhead issued within the last eight years. ➤ Clearly indicate the type of service provided and when it was rendered. ➤ Reference letters to be dated and signed ➤ Relevant contact person's name, surname position ➤ Relevant contact number/s ➤ Confirmation of client satisfaction QCTO reserves the right to contact these organisations, without prior notice to the bidder	• Five reference letters with evidence = 30 points • Four Reference Letters with evidence = 24 points • Three Reference Letters with evidence = 18 points • Two Reference Letters with evidence = 12 points • One Reference Letter with evidence = 06 points • No reference letter provided = 0 points	30
2	Qualification & Experience: Project Manager	A minimum of NQF Level 7 qualification and Project Management experience in Communication, Media, Broadcasting related, Engineering and Technology, Built Environment, Business Management. • Provide a detailed CV that includes: ➤ Relevant work history ➤ Roles and responsibilities	• NQF Level 7 or higher and 10 or more years of experience = 25 points • NQF Level 7 and 8 to 9 years of experience = 15 points • NQF Level 7 and 5 to 7 years of experience = 10 points • No relevant qualification and less than 5 years of experience = 0 points	25
3	Qualification & Experience: Lead studio designer	A minimum of NQF Level 6 qualification in Studio Design, Audio Visual Technology, Sound Engineering or a related field. • Provide a detailed CV that includes: ➤ Relevant work history ➤ Roles and responsibilities	• NQF Level 6 or higher and 08 or more years of extensive experience = 15 points • NQF Level 6 and 5 to 7 years of experience = 10 points • NQF Level 6 and 3 to 4 years of experience = 05 points • No relevant qualification and less than 3 year of experience = 0 points	15

No	Evaluation Criteria	Guideline	Scoring	Points
4	Qualification & Experience: Acoustic practitioner	A minimum of NQF Level 6 qualification in Audio Visual Technology, Sound Engineering or a related field - Provide a detailed CV that includes: ➤ Relevant work history ➤ Roles and responsibilities	- NQF Level 6 or higher and 08 or more years of extensive experience = 10 points - NQF Level 6 and 5 to 7 years of experience = 05 points - NQF Level 6 and 3 to 4 years of experience = 03 points - No relevant qualification and less than 3 year of experience = 0 points	10
5	Project plan and methodology	A detailed Proposal demonstrating understanding of the scope of work, expected milestones and good risk management, including the implementation / project plan on how the bidder will deliver the services. The Project Plan must include: - Project Schedule with a Gantt chart - Delivery milestones - Installation methodology - Risk management plan - Quality Control Plan - Resource allocation - Training plan for QCTO staff - Warranty and post-production support plan - Calibration, Testing, Commissioning and handover	- Nine sub-elements: = 20 points - Six to eight sub-elements: = 10 points - Less than six sub-elements = 0 Points	20
	Total			100

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

17.3. 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 50%. >50% = 5 points <50% = 0 point	5 points can be claimed by bidders who have owners/directors who are women with at least 50% control/directorship	5
Youth 50%. >50% = 5 points <50% = 0 point	5 points can be claimed by bidders who have owners/directors who are young people from the age of 16 to 35 with at least 50% control /directorship	5
Black control /directorship 50% >50% = 10 points <50% = 0 point	10 points can be claimed by bidders who have owners/directors who are Black with at least 50% control/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).

18. 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

19. SPECIAL CONDITIONS APPLICABLE TO THIS BID

- QCTO will furnish the bidder 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 bidder in the execution of the services.
- The copyright of all documents and reports compiled by the bidder 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 bidder 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 bidder relinquishes the right of retention thereof.
- The bidder 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 bidder should be able to work with other Service Providers.

20. 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>

21. 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 four (04) 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.

22. 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

23. TENDER VALIDITY PERIOD

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

24. ENQUIRIES

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

1. Mr. Skheto Makgarengi

Email: Makgarengi.S@qcto.org.za

Contact persons for **SCM** and administrative-related issues:

Mr. Lekhotla Motlounq

Email: tenders@qcto.org.za