

TERMS OF REFERENCE

FOR

**THE APPOINTMENT OF A SUITABLE AND EXPERIENCED
SERVICE PROVIDER FOR THIRD LEVEL SERVER SUPPORT
SERVICES FOR A PERIOD OF THIRTY-SIX (36 MONTHS).**

INVITATION TO BID

**THE APPOINTMENT OF THE SUITABLE AND EXPERIENCED SERVICE PROVIDER FOR
THIRD LEVEL SERVER SUPPORT SERVICES FOR A PERIOD OF THIRTY-SIX (36 MONTHS).**

TENDER NO: QCTO 05-2025/26

Closing Date	Address for Submission
Date: 11 August 2025 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		

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BRIEFING SESSION INFORMATION

Online Compulsory Briefing Session

Date: 29 July 2025

Time: 11:00am – 12:00pm

Link: https://teams.microsoft.com/j/19%3ameeting_NjViMWJIOTAtOTM1OC00ZDI2LWI4ZTAzMjU4ZmRk%40thread.v2/0?context=%7b%22Tid%22%3a%221aaf8259-7fdc-4376-8b09-18fa797adeed%22%2c%22Oid%22%3a%2240b134a1-0502-41a2-bf46-0099c292351f%22%7d

https://teams.microsoft.com/j/19%3ameeting_NjViMWJIOTAtOTM1OC00ZDI2LWI4ZTAzMjU4ZmRk%40thread.v2/0?context=%7b%22Tid%22%3a%221aaf8259-7fdc-4376-8b09-18fa797adeed%22%2c%22Oid%22%3a%2240b134a1-0502-41a2-bf46-0099c292351f%22%7d

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 service for third level server support services 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 for the QCTO to appoint a suitable service provider for third level server support services for a period of thirty-six (36 months). The service provider contracted by the QCTO will be required to ensure high availability, reliability, security, and performance of all server systems. The scope also includes 24 hours, Monday to Sunday including public holidays

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.

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
	Yes	No	
• Four hard copies of the technical bid document including the duly completed terms of references document (Initialled by authorised signatories)			
• Annexure B: Summary of experience (Must use attached template).			
• Submission of one pricing completed SBD 3.3 , together with Annexure B1 (Must use attached Excel template). (Separately sealed in an envelope labelled PRICING).			
• One (1) USB Submission of the technical bid document including the duly completed terms of references document (initialled by authorised signatories)			
• Duly Completed Standard Bidding Documents (SBD 1 SBD 4, SBD 6,1)			
• 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			
• Tax Compliance Requirements			

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. Bidders must ensure that they indicate the Bid Prices (Including VAT) for each year on the Annexure B1: Costing/Price Schedule
- 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

Current Environment Overview

The QCTO server infrastructure currently comprises the following:

- 16 Virtual Machines (VMs) with a combined total of 75 logical CPU cores, hosted on
- 4 Physical Hosts with a total of 118 physical CPU cores, running on Microsoft Hyper-V.
- 2 NAS (Network Attached Storage) devices.

- 1 HP SAN (Storage Area Network) systems.
- Microsoft Office 365 Exchange Online for email and collaboration services.

The appointed service provider will be responsible among others for the following:

Advanced Server Support and Troubleshooting

- Provide 24/7/365 third level technical support for server-related issues, including both hardware and software components.
- Diagnose and resolve complex server incidents, errors, and system failures.
- Escalation points for unresolved issues from first- and second-line support.

Server Infrastructure Monitoring and Optimization

- Proactive health monitoring of physical and virtual servers.
- Performance tuning and resource optimization (CPU, memory, storage).
- Preventative maintenance and system audits.

Operating System and Hypervisor Support

- Full support for Microsoft Windows Server environments.
- Comprehensive support for virtualization platforms: Microsoft Hyper-V.
- Patch management, upgrades, and configuration changes.

Storage and Backup Support

- Support for storage systems, including HP SAN environments and new SAN infrastructure.
- Provide backup support, including troubleshooting failed backups, resolving snapshot issues (e.g., stale or orphaned snapshots), and performing snapshot consolidation/merging to optimize storage performance.
- Data integrity and restoration testing.

High Availability and Business Continuity

- Ensure uptime through implementation and support of high availability (HA) and fault tolerance configurations.
- Automatic failover configurations, resource balancing, and system recovery processes.

Security and Compliance Support

- Assist in remediating findings from vulnerability and penetration testing reports related to servers and network infrastructure.
- Support secure configurations and compliance with IT governance standards.

Documentation and Reporting

- Maintain up-to-date technical documentation of server configurations, incidents, resolutions, and change logs.
- Submit regular performance monthly reports
- Incident reports as it when they happen, in line with SLA requirements. (IE window server and security logs).

Service Level Agreement (SLA) Adherence

- Respond and resolve issues within defined SLA timelines.
- Penalties to apply for failure to meet SLA commitments, except where delays are due to conditions beyond the service provider's control.

Skills Transfer and Capacity Building

- Provide training sessions and hands-on support to QCTO ICT staff for knowledge transfer.
- Support QCTO in building internal capability for basic server management and troubleshooting.

6. COMPANY REQUIREMENTS

6.1. The following must be submitted:

- 6.1.1. Certified copies of Identity Documents (IDs) and or valid passport for non-South African citizen of company directors.
- 6.1.2. Detailed project plan including a risk mitigation plan for critical outages. Detailed Project plan demonstrating understanding of scope of work, and good project and risk management

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 bid submitted must include a detailed project plan.

DELIVERABLES	TIMEFRAME
Inception Meeting Signing of the SLA	December 2025
System health & capacity report	Monthly
Incident reports	As and when they happen

8. EXPERIENCE / SKILLS / PAST PERFORMANCE / TEAM REQUIRED

Bidders will demonstrate adequate experience through the number, types, scope and geographical spread of projects/assignments undertaken. The attached spreadsheet Annexure B must be used to summarise qualifications, skills and experience. The past performance of bidders in executing similar projects will be evaluated using the references supplied by bidders as well as any other information available to the BEC panel.

8.1. Company Experience

The service provider (bidding company) must have a minimum of seven (7) years of operational experience in server and storage support.

To support this, service providers are required to submit CVs of proposed team members (Current certification), contactable references for 3 or more recent projects (2018–2025). Operational Capacity or 24/7 helpdesk with L3 engineer, provide organizational chart with escalation matrix and contact details. Reference letter/s (on the letterhead of the company and signed) as proof that they have successfully rendered the services, or that they have been providing similar services for at least seven (7) 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. 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 qualification and experience required for.

Table 8.2(a)

Roles*	Qualifications	Experience
Server & Virtualization Specialist	Microsoft MCSE: Cloud Platform (for Hyper-V) HPE ASE (Server Solutions)	7+ Years deploying/ supporting HPE ProLiant DL/ML (Gen8–Gen10)
Storage Engineer	HPE MSA Certification	7+ Years with HPE MSA/P2000 SANs (RAID, SSD, FC/iSCSI)
Technical Project Manager	Relevant IT qualification <ul style="list-style-type: none"> Diploma (NQF Level 6) or higher 	7+ Years enterprise server support Strong background on sever technologies and storage.

8.2.1. Confirmation of experience, qualification and availability

The following must be submitted for each of the proposed team members/ roles:

- Detailed CV indicating qualifications, experience as well as contactable references. (attached template must be used for CVs)
- Attach certified copies of all qualifications.

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: 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 10.2(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. Bidders are expected to attach a minimum of 3 contactable reference letters or project completion certificates in the last 7 years from previous clients for a duration not less than 7 year.</p> <p>Reference letters must contain the following:</p> <ul style="list-style-type: none"> Signed and on an entity letterhead. Clearly indicate the type of service provided. Recommendation or comment on service rendered Contract duration. Relevant contact person's name, Surname, position and contact number/s <p>QCTO reserves the right to contact these organisations, without prior notice to the bidder</p>	<ul style="list-style-type: none"> 4 references or more references provided = 30 points 3 References provided = 20 points Less than 3 references provided = 0 points 	30
2	Qualification: Technical Project Manager	<p>Relevant IT qualification</p> <p>Diploma (NQF Level 6) or higher</p>	<ul style="list-style-type: none"> Diploma or higher = 10 points No diploma = 0 point 	10
3	Experience: Technical Project Manager	<p>7+ Years enterprise server support</p> <p>Strong background on sever technologies and storage.</p>	<ul style="list-style-type: none"> 7 years of experience = 10 points Less than 7 years' experience = 0 points 	10

No	Evaluation Criteria	Guideline	Scoring	Points
			Detailed CV indicating qualifications, experience as well as contactable references. (attached template must be used for CVs)	
4	Qualification: Server & Virtualization Specialist	Microsoft MCSE: Cloud Platform (for Hyper-V) HPE ASE (Server Solutions)	<ul style="list-style-type: none"> Certification = 10 points No Certificates = 0 points 	10
5	Experience: Server & Virtualization Specialist	7+ Years deploying/ supporting HPE ProLiant DL/ML (Gen8–Gen10)	7 years of experience = 10 points Less than 7 years' experience = 0 points Detailed CV indicating qualifications, experience as well as contactable references. (attached template must be used for CVs)	10
6	Qualification: Storage Engineer	HPE MSA Certification	Certification = 10 points No Certificates = 0 points	10
7	Experience: Storage Engineer	7+ Years with HPE MSA/P2000 SANs (RAID, SSD, FC/iSCSI)	7 years of experience = 10 points Less than 7 years' experience = 0 points Detailed CV indicating qualifications, experience as well as contactable references. (attached template must be used for CVs)	10
8	Detailed Project Plan	Detailed project plan including a risk mitigation plan for critical outages. Detailed Project plan demonstrating understanding of scope of work, good project and risk management	Detailed project plan demonstrating an understanding of the scope of work, good project and risk management = 10 points Project plan does not fully demonstrate an understanding of the scope	10

No	Evaluation Criteria	Guideline	Scoring	Points
			<p>of work, good project and risk management = 5 points</p> <p>No project plan submitted = 0 points</p>	
	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

9.2. STAGE 2: 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):

$$Ps = 80(1 - \frac{Pt - Pmin}{Pmax - Pmin})$$

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

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
Price	80
Specific Goals	20
Total	100

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.

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 par

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

Email: ramhewa.t@qcto.org.za

Contact persons for SCM and administrative related issues:

Mr. Lekhotla Motloun

Email: tenders@qcto.org.za

Compulsory CV template for Uniformity
Bidders must clearly indicate the Role in the CV template.

Bidders must replicate this CV template for individual on the team.

Please note that one individual can fulfil more than one role; however, the experience for each role should be clearly defined on a separate compulsory CV template .

Role	
First name and Surname	
Date of birth	
Nationality	
Professional Membership	
Present position	
Years with the bidder's organisation or Company	

Professional Experience (Relevant to the Role)

Institution	Duration (Date from - Date to)	Qualification Obtained (e.g., Degree(s) or Diploma(s)) (Start from the most recent, Copies of each qualification to be included in the CV pack)

Professional Experience (Relevant to the Role)

Date (From – To)	
Organisation	
Location	
Position	
Description of duties (listed)	

Date (From – To)	
Organisation	
Location	
Position	
Description of duties (listed)	

References (relevant to the practise area)

256 Glyn Street, Hatfield, Pretoria, 0083
Private Bag X278, Pretoria, 0001
+27 12 003 1800

Name	Organisation	Contact details