Quality Council for Trades & Occupations

www.qcto.org.za

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

TERMS OF REFERENCE

FOR

FOR APPOINTMENT OF AN EXPERIENCED SERVICE PROVIDER TO MANAGE THE QAF STAKEHOLDER ENGAGEMENT PROCESS.

Initials:

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INVITATION TO BID

FOR APPOINTMENT OF AN EXPERIENCED SERVICE PROVIDER TO MANAGE THE QAF STAKEHOLDER ENGAGEMENT PROCESS.

TENDER NO: QCTO 03/2026

Closing Date	Address for Submission
Date: 28 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		

BRIEFING SESSION INFORMATION

Virtual Compulsory Briefing
Date: 14 August 2026
Time: 10:00am – 11:00am

COMPULSORY BRIEFING SESSION FOR APPOINTMENT OF AN EXPERIENCED SERVICE PROVIDER TO MANAGE THE QAF STAKEHOLDER ENGAGEMENT PROCESS QCTO 03/2026 | Meeting-Join | Microsoft Teams

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1. INTRODUCTION

The Quality Council for Trades and Occupations (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 114 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 managing the QAF stakeholder engagement process, 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.

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3. PURPOSE

The purpose of this bid is for the QCTO to appoint a suitably experienced service provider to manage the QAF stakeholder engagement process. To ensure that the stakeholder engagement process meets the requirements of the Socio-Economic Impact Assessment System (SEIAS) process, as well as encompasses the input of all the required stakeholders, the QCTO seeks to appoint a service provider with professional expertise in managing stakeholder engagement processes.

4. BRIEF BACKGROUND OF THE PROJECT

The QCTO's Strategic Plan for 2025/26 to 2029/30 includes the development of a Quality Assurance Framework (QAF) for the occupational sector. In order for the QAF to meet both the needs of the sector and the requirements for public policy development, it must include multiple levels of stakeholder engagement and policy interactions during its development. The development of a QAF requires a broad spectrum of stakeholder engagements throughout the process, as well as drawing on national legislation and policies. There is also the need to comply with the Department of Planning, Monitoring, and Evaluation's (DPME) Socio-Economic Impact Assessment System (SEIAS) in order to ensure compliance with good governance processes.

5. 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 Annexures to this document).

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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	
• Proof of briefing session attendance	Yes	No	

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5.1. **Pricing**

5.1.1. 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.
5.1.2. Bidders are required to indicate their rates (costs) inclusive of all applicable taxes.
5.1.3. The attached spreadsheet **(B1)** must be used to cost the Bid.
5.1.4. The price Bid must include VAT (if applicable) and should be fully inclusive to deliver all outputs indicated in the terms of reference.
5.1.5. 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.
5.1.6. Bidders must ensure that they indicate the Bid Prices (Including VAT) for each year on the Annexure B1: Costing/Price Schedule
5.1.7. QCTO will not provide upfront payments.
5.1.8. All other cost increases will be negotiated, not exceeding the actual inflation rate (CPI).

NB: Failure to provide the pricing bid and errors on calculations will invalidate the bid and result in immediate disqualification of the bid

5.2. **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.

5.3. **CONSORTIUMS AND JOINT VENTURES**

5.3.1. 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.
5.3.2. Should all the requirements in respect of the bidding unit or the individual entities not be met, the bidding unit will be disqualified.
5.3.3. It is recognised that bidders may wish to form consortia to provide the services.
5.3.4. 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.

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6. SCOPE AND DEFINITION OF WORK

This project is to appoint a suitably experienced service provider to manage the QAF stakeholder engagement process who has the appropriate Professional Resource Team (PRT) with expertise in the DPME's SEIAS process. At least one member of the project team should also have experience in the field of educational quality assurance and an understanding of the OQSF context.

6.1. This stakeholder engagement project that involves:

6.1.1. Conceptualising a stakeholder engagement strategy that includes at least two separate rounds of stakeholder engagements and is in line with SEIAS requirements. The stakeholder engagement process is envisaged to occur over a maximum period of 18 months.

6.1.2. Overseeing and managing the stakeholder engagement process including, but not limited to:

- surveys,
- interviews,
- focus groups,
- national in-person workshops in all provinces and
- online webinars

6.1.3. Delivering reports for every round of engagements, as well as a final report with a corresponding presentation, to be delivered to the QCTO in an agreed upon format; and

6.1.4. Professional proofreading and editing of all reports before submission.

7. PROPOSED METHODOLOGY / APPROACH

The stakeholder engagement process will require the Professional Resource Team (PRT) to conduct a broad stakeholder engagement process to elicit key inputs and insights on a draft version of the QCTO's Quality Assurance Framework document. This feedback will be used to in the further development and drafting of a QAF. The stakeholder engagement will necessitate the collating of feedback, inputs and comments from stakeholders, the synthesis of the inputs and feedback for inclusion into or adjustment of the QAF and a detailed tracking of the manner in which the QAF has responded to each input.

7.1. The following methodology:

7.1.1. **Inception:**

The Project Inception phase will form the platform for the delivery of the exercise by ensuring that agreement is reached between the QCTO and the PRT on the project plan and the associated milestones. The exercise will require adhering to confirmed timelines and milestones and the effective management of the project until closure. The inception process will include liaison between the QCTO and the PRT on the following:

- Team leader, and/or other team professionals
- Key information and the sources of necessary and available information by the QCTO to the PRT
- Identification of key stakeholders and stakeholder mapping
- Confirmation of the agreed upon strategy to be followed in the stakeholder engagement process
- Reporting requirements
- Responsibilities and accountabilities between the QCTO and the PRT
- Submissions and approval

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7.1.2. **Stakeholder Analysis, Engagement and Facilitation**

The stakeholder engagement will require the PRT to submit a detailed stakeholder analysis and engagement plan as part of the inception phase and a detailed stakeholder engagement report at the conclusion of each stakeholder engagement process. It is incumbent on the PRT to demonstrate and understanding of the stakeholders for the process and innovative techniques and approaches to stakeholder engagement and facilitation that can be shared with and used by the QCTO.

7.1.3. **Activities**

Stakeholder mapping conducted and Stakeholder Engagement Plan developed, incorporating envisaged two rounds of stakeholder engagements. Thereafter, stakeholder engagements sessions facilitated using the identified methodologies and a Stakeholder Engagement Report developed per round.

7.1.4. **Output**

The following outputs are expected from the project:

A stakeholder engagement strategy document detailing how the stakeholder engagements on the QCTO's draft QAF document will be conducted, as well as how all the various stakeholders (internal and external) will be reached. The stakeholder engagement process must include collating of feedback, inputs and comments from stakeholders, the synthesis of the inputs and feedback for inclusion into or adjustment of the QAF and a detailed tracking of the manner in which the QAF has responded to each input.

Facilitate two (02) rounds of stakeholder engagement processes in line with SEIAS processes. Each round of national stakeholder engagements must include arranging and undertaking in-person sessions for all stakeholders in all nine (09) provinces.

Delivery of two (02) reports, one after each round of engagements, on the results of the engagement process. This includes an analysis of the findings and recommendations of the stakeholders on the draft QAF document.

Thereafter, deliver a comprehensive report and corresponding presentation on the overall stakeholder engagement process, including the methodologies used and the findings and recommendations of the engagements.

The entire stakeholder engagement process, including all deliverables, must be completed within a maximum of 18 months.

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7.1.5. **Final Draft**

This phase of the project must culminate in the submission of a final draft report on the overall stakeholder engagement process conducted for the QAF to the QCTO for approval. The PRT will be required to update and amend the draft in line with the outcomes and recommendations provided by the project manager and QCTO reviewers into a single professionally written report, with a corresponding presentation.

8. COMPANY REQUIREMENTS

8.1. The following must be submitted:

8.1.1. Valid Letter of Good Standing - Valid COIDA
8.1.2. Proof of company/closed corporation registration and a copy of CM/CK certificates
8.1.3. CSD Registration (National Treasury)
8.1.4. Copies of the identity documents of those with equity/shares
8.1.5. The bid proposal submitted by the bidder must include a detailed project plan:
As summary of deliverable dates must be included. The start of the project will depend on the QCTO procurement process. The total duration of the project is 18 months with an expected start date of July 2026.

9. DELIVERABLES AND TIME FRAMES

The service will be rendered for a period of eighteen (18) months after the SLA is signed. Although the total duration shall be for eighteen (18) months, the QCTO shall review the performance at the end of every (01) month and reserves the right to terminate the contract due to non-performance.

DELIVERABLES	INDICATIVE TIMEFRAME	% of project (Payment)
Inception Meeting Signing of the SLA Project Plan	September 2026	5%
Stakeholder Analysis and Engagement Plan	November 2026	10%
Report on first round of stakeholder engagements	March 2027	25%
Report on the second round of stakeholder engagements	September 2027	25%
Draft Report	October 2027	25%
Final Report and Presentation	November 2027	10%

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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 Stakeholder Engagement and Facilitation processes or similar services. To support this, service providers are required to submit reference letter/s or completion certificate/s (on the letterhead of the client company and signed and dated by management of that company) as proof that they have successfully rendered the services. The reference letter/s should be current, within the last six (06) years, and include contactable details for verification purposes. The attached template **(Annexure B)** must be used to summarise the experience.

10.2. Qualifications and Experience Required Team

The following table illustrates the minimum qualification and experience required for Professional Resource Team (PRT). 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.

Table 8.2(a)

Roles*	Qualifications	Experience
Team Leader and/or Project Lead	Minimum: Masters Degree NQF Level 9, including research) in Public Relations, Marketing, Communications, Business Administration, Economics, Law, or Social Sciences or Education	A minimum of five (5) years of experience in managing professional project teams, stakeholder relations, community engagement, demonstrable knowledge and experience of stakeholder engagement and processes across government (provide example/s of relevant project/s)
Expert 1	Minimum: Degree (or qualification equivalent to NQF Level 7) in Public Relations, Marketing, Communications, Business Administration, Economics, Law, or Social Sciences or Education	A minimum of three (3) years of experience in the indicated sector. Demonstrate at least 3 examples of work conducted on policy development, drafting of legislation or public policy, stakeholder engagement and facilitation, socio-economic impact assessment or policy impact assessment.
Expert 2	Minimum: Degree or qualification equivalent to NQF Level 7) in Public Relations, Marketing, Communications, Business Administration, Economics, Law, or Social Sciences or Education	A minimum of three (3) years of experience in the field of Educational Quality Assurance and or OQSF Sector.

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

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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 9.1 (a)

NO	I/We have attached to this document:	Tick if submitted		Office use
1	Valid Letter of good standing / COIDA certificate	Yes	No	
2	Valid Certified: Proof of Insurance Cover (Public Liability)	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

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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 Terms of Reference and quality.

Table 9.2(a): Qualifying Bid will be evaluated on the following:

No	Evaluation Criteria	Guideline	Scoring	Points
1	**Company Experience**	Demonstrate adequate experience through the number, types of similar projects/assignments undertaken. Bidders are expected to attach reference letters from previous clients for projects undertaken within the last six (06) years. Reference letters must contain the following: • Signed and dated on an entity letterhead. • Clearly indicate the type of service provided. • 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	• Five References **= 20 points** • Four References **= 15 points** • Three References **= 10 points** • Two References **= 05 points** • One Reference **= 03 points** • No Reference **=0 points**	**20**
2	**Company Operational Experience**	The service provider must have a minimum of five (05) years of operational experience as per paragraph 10.1, as documented in the reference letters.	• Five years or more experience = **5 points** • Less than five years' experience = **0 points**	**5**
3	**Proposed approach and methodology**	Understanding the brief as outlined in **Par. 7**: Methodology to demonstrate an understanding of the stakeholders for the process and innovative techniques and approaches to stakeholder engagement and facilitation that can be shared with and used by the QCTO	• The methodology addresses the brief and will add value beyond the originally intended purpose and objectives of the project. It also demonstrates innovative tools, or systems, or approaches to the deliverables, and knowledge sharing to the QCTO **= 30 Points** • The approach demonstrates alignment to the purpose and objectives of the project through the project design, methodology and phasing, subject matter analysis, stakeholder engagement approach **= 20 Points.** • Proposed methodology is partially aligned to the purpose and key deliverables = **05 points** • Proposed methodology is not aligned to the purpose and key deliverables = **0 Points**	**30**

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No	Evaluation Criteria	Guideline	Scoring	Points
4	**Qualifications and Experience:** Team Leader and/or Project Lead	Minimum: Masters Degree NQF Level 9, including research) in Public Relations, Marketing, Communications, Business Administration, Economics, Law, or Social Sciences or Education. A minimum of five (5) years of experience in managing professional project teams, stakeholder relations, community engagement, demonstrable knowledge and experience of stakeholder engagement and processes across government (provide example/s of relevant project/s)	Masters Degree NQF Level 9, and Five (05) years or more of experience **= 10 Points** Masters Degree NQF Level 9, and Three (03) to Five (05) years of experience **= 5 Points** No Masters Degree NQF Level 9, and / or Less than three(03) years **= 0 Points**	**10**
5	**Qualification and Experience: Expert 1**	Minimum: Degree (or qualification equivalent to NQF Level 7) in Public Relations, Marketing, Communications, Business Administration, Economics, Law, or Social Sciences or Education A minimum of three (3) years of experience in the indicated sector. Demonstrate at least 3 examples of work conducted on policy development, drafting of legislation or public policy, stakeholder engagement and facilitation, socio-economic impact assessment or policy impact assessment.	• Degree (or qualification equivalent to NQF Level 7) and three years of experience with 3 examples of work provided **= 10 Points** • No Degree (or qualification equivalent to NQF Level 7) and less than three years of experience and /or less than 3 examples of work provided **= 0 Points**	**10**
7	**Expert 2 Qualification and Experience**	Minimum: Degree or qualification equivalent to NQF Level 7) in Public Relations, Marketing, Communications, Business Administration, Economics, Law, or Social Sciences or Education. A minimum of three (3) years of experience in the field of Educational Quality Assurance and or OQSF Sector	• Degree (or qualification equivalent to NQF Level 7) and Three (03) or more years of experience = **10 Points** • No Degree (or qualification equivalent to NQF Level 7) and Less than three (03) year = **0 Points**	**10**
9	**Project plan**	The bid proposal submitted by the bidder must include a detailed project plan, as outlined in **Par. 8**	• Project plan addresses all deliverables and indicates completion of the project within the required time frames **= 15 points** • Project plan does not fully address all deliverables or does not indicate completion within the required time frames **= 0 points**	**15**
	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 on presentation and site visit will not be considered for Price and specific goals and will be disqualified for this project.

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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: at least 50%. >**50% = 5 points** **<50% = 0 point**	5 points can be claimed by bidders who are women with at least 50% controlled / directorship	**5**
Youth: at least 50%. **>50% = 5 points** **<50% = 0 point**	5 points can be claimed by bidders who are young people from the age of 16 to 35 with at least 50% controlled / directorship	**5**
Black: at least 50% >**50% = 10 points** **<50% = 0 point**	10 points can be claimed by bidders 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.
- The QCTO will conduct monthly meetings with the PRT to monitor progress on the project and assist in the identification and mitigation of any challenges to the outcomes of the project.
- The PRT will be required to provide bi-weekly progress updates on the project and may request additional meetings with the QCTO should it be deemed necessary to ensure timely completion of deliverables or resolution of challenges
- 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 complied 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.
- The Copyright of any Bespoke Deliverables shall vest in 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.

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14. PROJECT MANAGEMENT / REPORTING ARRANGEMENTS

The PRT Project leader will be the primary point of communication with the QCTO:

14.1. The project will be managed by the QCTO through the Research & Analysis as the project manager

14.2. The service provider will consult with the project manager regarding the analysis and format of the final report

14.3. The project timeline will be agreed upon between the project manager and the service provider, once appointed.

The PRT will be required to provide bi-weekly progress updates on the project and may request additional meetings with the PSC should it be deemed necessary to ensure timely completion of deliverables or resolution of challenges.

15. 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

16. 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 eighteen (18) 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 input. 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.

Initials:

17. ACCEPTANCE OF BID

QCTO does not bind itself to accept either the lowest or any other tender and reserves the right to accept the tender that it deems to be in the best interest of the organization. QCTO reserves the right to accept the offer in full or in part

18. TENDER VALIDITY PERIOD

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

19. ENQUIRIES

Any technical enquiries regarding the terms of reference shall be directed in writing to:
Dr. Colette Tennison at:
Email: tennison.c@qcto.org.za.

Contact persons for SCM and administrative related issues:
Mr. Lekhotla Motloung
Email: tenders@qcto.org.za

Initials: