

## INVITATION TO TENDER

**APPOINTMENT OF. AN EXPERIENCED AND QUALIFIED SERVICE PROVIDER FOR THE DESIGN, LAYOUT, PROOFREADING, LANGUAGE EDITING AND PRINTING OF THE QCTO'S STRATEGIC DOCUMENTS SUCH AS ANNUAL REPORT, APP, QUALIFICATIONS DOCUMENTS, POLICIES, GUIDELINES, MARKETING AND COMMUNICATIONS PRODUCTS/PUBLICATION FOR A PERIOD OF THIRTY-SIX (36) MONTHS**

**TENDER NO: QCTO 06/2023**

**CLOSING DATE: xx at 11:00**

<b>Company Name</b>		
<b>Address</b>		
<b>Contact person</b>	Ms/Mrs/Mr/Prof/Dr	
<b>Contact numbers</b>	(w)	(cell)
<b>Email address</b>		

## TABLE OF CONTENTS

<b>NUMBER 1</b>	<b>–</b>	<b>INTRODUCTION</b>
<b>NUMBER 2</b>	<b>–</b>	<b>AIM OF PROPOSAL</b>
<b>NUMBER 3</b>	<b>–</b>	<b>SCOPE OF SERVICES</b>
<b>NUMBER 4</b>	<b>–</b>	<b>EXPECTED OUTCOMES</b>
<b>NUMBER 5</b>	<b>–</b>	<b>DELIVERABLES</b>
<b>NUMBER 6</b>	<b>–</b>	<b>PRICING</b>
<b>NUMBER 7</b>	<b>–</b>	<b>SUBCONTRACTING</b>
<b>NUMBER 8</b>	<b>–</b>	<b>SERVICE LEVEL AGREEMENT</b>
<b>NUMBER 9</b>	<b>–</b>	<b>EVALUATION CRITERIA</b>
<b>NUMBER 10</b>	<b>–</b>	<b>CALCULATING THE FINAL SCORE</b>
<b>NUMBER 11</b>	<b>–</b>	<b>TENDER VALIDITY PERIOD</b>
<b>NUMBER 12</b>	<b>–</b>	<b>ENQUIRIES</b>

## 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 amongst others are to develop standards for occupational qualifications including trades and skills programs, accredit skills development providers, and assessment centres, conduct assessments, quality assurance and issue certificates to qualifying candidates. Therefore, the QCTO is responsible for standards generation and maintenance; 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 programs. The QCTO has approximately 120 staff members and is situated in Hatfield, Pretoria. More information can be obtained from <https://www.qcto.org.za/>.

Quality Council for Trades and Occupations (QCTO) seeks to appoint an experienced and qualified service provider for the design, layout, proofreading, language editing and printing of the QCTO's strategic documents such as annual report, app, qualifications documents, policies, guidelines, marketing and communications products/publication for a period of thirty-six (36) months, and in accordance with the General Conditions of offer, as well as the specifications are requested to complete this tender document, together with all the standard bidding documents in full and submit proposals in sealed envelopes marked **Tender Number: QCTO 06/2023** and placed in the tender box at 256 Glyn Street Hatfield, Pretoria, 0083, not later than the closing time and date. **It is compulsory for bidders to attend the briefing session.**

**Table: 1.1**

Closing Date	Address
Date: 24 May 2023 Time: 11:00	Quality Council for Trade and Occupations Tender Box @ Reception 256 Glyn Street Hatfield Pretoria 0083

**NB: No late submissions will be considered.**

**Table: 1.2**

Briefing Session Information
Compulsory Virtual Briefing session Date: 12 May 2023 Time: 11:00am – 12:00am Link: To receive the link, kindly email <a href="mailto:tenders@qcto.org.za">tenders@qcto.org.za</a> before 10 May 2023. The link will be sent by the end of business on 11 May 2023.

Before submission, the tenderers must check that all pages are correctly numbered and that all required documents are signed and initialled. QCTO will hold the duly authorised signatory liable on behalf of the tenderer.

**NB: Please create an index page for ease of reference. Paginate your proposal submission by using numbered file dividers or a similar system.**

**Each page should be initialled with black ink.**

## 1.1 PARTNERSHIPS AND LEGAL ENTITIES

In the case of the tenderer being a partnership, close corporation or a company, a certificate reflecting the names, identity numbers and address of the partners, members or directors (as the case may be) must be submitted with the tender.

## 1.2 CONSORTIUMS AND JOINT VENTURES

- 1.2.1 If the tendering unit emanates from a joint venture or collaborative partnership or consortium (including a newly formed company), which does not have a joint track record of at least three (3) years, the individual entities that make up the tendering unit should each provide all the mandatory requirements. Should all the requirements in respect of the tendering unit or the individual entities, as the case may be, not be met, the tendering unit will be disqualified.
- 1.2.2 It is recognised that tenderers may wish to form consortia to provide the services.
- 1.2.3 In response to this invitation to tender, a consortium shall comply with the following requirements: -
  - 1.2.3.1 A copy of the agreement entered into by the consortium members shall be submitted with the tender. It shall be signed so as to be legally binding on all consortium members.
  - 1.2.3.2 The tender document shall be signed so as to be legally binding on all consortium members;
  - 1.2.3.3 One of the members shall be nominated by the others as authorised to be the lead member and this authorisation shall be included in the agreement entered into between the consortium members;
  - 1.2.3.4 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;

## 1.3 ACCEPTANCE OF TENDERS

The QCTO does not bind itself to accept either the lowest or any other quote and reserves the right to accept the bid which it deems to be in the best interests of the organisation. QCTO reserves the right to accept the offer in full or in part or not at all.

## 2. AIM OF PROPOSAL

The purpose of this bid is to appoint an experienced and qualified service provider for the design, layout, proofreading, language editing and printing of the QCTO's strategic documents such as annual report, app, qualifications documents, policies, guidelines, marketing and communications products/publication for a period of thirty-six (36) months, this document intends to provide the prospective service providers with adequate information to understand and respond to QCTO's requirements. It serves to ensure uniformity in responses and to provide a structured framework for the evaluation of proposals. The appointment will be for a period of thirty-six (36) months commencing on the date as prescribed in the Letter of Award and signed Service Level Agreement to be signed by both parties.

## 3. SCOPE OF SERVICES

QCTO regards editing as an important service that improves the quality of documents produced by the QCTO in delivering its mandate. Such documents are utilized by various internal and external stakeholders, including South African Qualifications Authority, Department of Higher Education and Training, Development Quality Partners, Leaners, Skills Development Providers, Assessment Centres, and the general public.

It is crucial that QCTO documents are of good quality. The objective of these Terms of Reference (TOR's) is to appoint an experienced and qualified service provider for the design, layout, proofreading, language editing and printing of the QCTO's strategic documents such as annual report, app, qualifications documents, policies, guidelines and marketing and communications products/publication for a period of thirty-six (36) months.

#### 4. EXPECTED OUTCOMES

4.1.1 The required services must include the design, layout, proofreading, language editing and printing of the QCTO's strategic documents such as but not be limited to:

4.1.1.1 Occupational Qualifications documents

4.1.1.2 Curriculum documents

4.1.1.3 Assessment Specifications documents

4.1.1.4 Policies

4.1.1.5 Guidelines

4.1.1.6 Presentations

4.1.1.7 Minutes

4.1.1.8 Publications

4.1.1.9 Brochures

4.1.1.10 Adverts

4.1.1.11 Terms of reference

4.1.1.12 Research briefs

4.1.1.13 Newsletters

4.1.1.14 Standard operating procedures.

4.1.1.15 Annual performance plans

4.1.1.16 Strategic plans

4.1.1.17 Flyers

4.1.2 The appointed service provider will be required to develop a style guide for the QCTO

4.1.3 The appointed service provider would be required to be at QCTO offices for 3 working days per week.

4.1.4 Develop a filing system both soft and hard copies

4.1.5 Edit documents including correcting errors in syntax (spelling, format, font size, punctuation & grammar).

4.1.6 Proofread documents and make notes on observations.

4.1.7 Edit clichéd phrases, over-used words and the overall organization of the narrative.

4.1.8 Assist in designing and standardising layouts of documents.

4.1.9 Check ethical or administrative issues surrounding manuscripts to ensure they are ready to be published.

## 5. DELIVERABLES

5.1.1 The following deliverables are anticipated:

5.1.1.1 The deliverables will vary and will be measured according to the required services needed for specific documents, as the quality and editing requirements of all documents and other submissions will vary.

5.1.1.2 Time frames for each submission are to be determined and adjusted according to the abovementioned variables.

## 6. PRICING

6.1.1 The tenderer must submit details regarding the tender price for the services on the pricing schedule provided in SBD 3.3. The completed form/s must be submitted together with the price proposal.

6.1.2 Bidders are required to indicate their rates (costs) inclusive of all applicable taxes.

6.1.3 Bidder's proposed cost for the project should be an all-inclusive maximum fixed price fee.

6.1.4 All other cost increases will be negotiated, not exceeding the actual inflation rate (CPI).

6.1.5 QCTO will not provide upfront payments.

### **NB: FAILURE TO PROVIDE THE PRICING PROPOSAL WILL INVALIDATE THE BID AND RESULT IN IMMEDIATE DISQUALIFICATION OF THE PROPOSAL**

One (1) original pricing proposal must be submitted in **a separate sealed envelope**: 'The pricing schedule must be submitted adjacent to the SBD3.3 form in the bid proposal'.

## 7. SUBCONTRACTING

No part of the required services can be subcontracted; the full required service of this bid must be performed by the contracted service provider participating in the bidding process.



## 8. SERVICE LEVEL AGREEMENT

The successful bidders will be expected to enter into a service-level agreement with the QCTO.

The service level agreement will include, amongst others, the following:

- i. Period of agreement;
- ii. Changes to the proposed team;
- iii. Method of communication and reporting;
- iv. Non-performance;
- v. Financial penalties and termination of the contract;
- vi. Procedures relating to payments;
- vii. Procedures relating to management reports;
- viii. Terms of deliverables;
- ix. Reviews;
- x. Confidentiality; and
- xi. Disputes.

## 9. EVALUATION CRITERIA

QCTO may request additional information, clarification, or verification regarding any information contained in a tenderer's proposal. This 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 may be disqualified.

QCTO may conduct due diligence on any bidder, which may include interviewing customer references or other activities to verify a bidder's or related information and capabilities and, in these instances, the bidders will be obliged to provide QCTO with all necessary assistance and/or information which 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.

**The tender will be evaluated in three stages:**

- Stage 1: Mandatory
- Stage 2(a): Functionality A: Industry Experience, expertise and capacity
- Stage 2(b): Functionality B – Presentation / Demonstration
- Stage 3: Price and Specific goals

## Stage 1: Mandatory Evaluation

During this stage, proposals will be reviewed to determine compliance with all mandatory requirements, and such documents must be signed by a duly authorised representative.

I/We have attached to this document:	Tick if submitted		Office use
• Correctly completed bid proposal and signed by authorised signatories	Yes	No	
• One (1) original hard copy technical bid document and three (3) hard copies of the original technical submission.	Yes	No	
• Submission of the tender pricing together with the completed SBD 3.2 (Separately sealed in an envelope labelled pricing).	Yes	No	
• One (1) USB Submission	Yes	No	
• Proof of company/closed corporation registration and a copy of CM/CK certificates	Yes	No	
• Copies of the identity documents of those with equity/shares	Yes	No	
• Duly Completed Standard Bidding Documents (SBD 1, SBD 3.3 SBD 4, SBD 6,1)	Yes	No	
• CSD Registration (National Treasury)	Yes	No	
• Letter of Good standing (COIDA) issued by Department of Labour	Yes	No	

**Note:** Failure to meet or submit any or all the above mandatory requirements will lead to bidder being disqualified.

### Stage 2 (a): Functionality (First Phase)

No.	Evaluation Criteria	Guideline	Scoring	Points
1	References	<p>Bidder's relevant experience for the assignment:</p> <p>NB: Reference letters must not be older than five (05) years</p> <p>NB: Letters of agreement, contracts, or purchase orders may not replace relevant reference letters.</p> <p>Official reference letters must bear the letterheads of the organization/s where similar service was successfully rendered with the following:</p> <ul style="list-style-type: none"> <li>• Duly signed and dated</li> <li>• Name of the bidder mentioned</li> <li>• Period of contract</li> <li>• Value of Contract</li> <li>• Recommendations</li> </ul>	<ul style="list-style-type: none"> <li>• A bidder with less than two (02) relevant letters = <b>0 points</b></li> <li>• A bidder with two (02) relevant letters = <b>5 points</b></li> <li>• A bidder with three (03) relevant reference letters = <b>10 points</b></li> <li>• A bidder with four (04) relevant reference letters = <b>15 points</b></li> <li>• A bidder with five (05) or more relevant reference letters = <b>20 points</b></li> </ul>	<b>20</b>
2	Project lead (Lead editor)	<p>The bidder must demonstrate by attaching the full CV of one project lead (Lead editor) who has the experience, knowledge, skills, and ability to provide QCTO with the required service.</p> <p>The bidder must attach</p> <ul style="list-style-type: none"> <li>• A CV detailing experience in editing</li> </ul>	<ul style="list-style-type: none"> <li>• Qualified Lead editor with two (02)-years Editing experience = <b>5 points</b></li> <li>• Qualified Lead editor with three (03) years Editing experience</li> <li>• = <b>10 points</b></li> </ul>	<b>20</b>

No.	Evaluation Criteria	Guideline	Scoring	Points
		Qualifications- a degree in linguistics or journalism or communication or an equivalent NQF level 7 Qualification.	<ul style="list-style-type: none"> <li>Qualified Lead editor with four (04) years Editing experience = <b>15 points</b></li> <li>Qualified Lead editor with Five (05) years Editing experience = <b>20 points</b></li> </ul>	
3	Team (Graphic design and desktop publishing).	<p>The bidder must demonstrate by attaching the full CVs of graphic designers and desktop publishers who have the experience, knowledge, skills, and ability to provide QCTO with the required service.</p> <p>The bidder must attach</p> <ul style="list-style-type: none"> <li>The CVs of the team which details experience in graphic design and desktop publishing</li> <li>Relevant Qualifications/ Certificates</li> </ul>	<ul style="list-style-type: none"> <li>Qualified team of 3 = <b>10 points</b></li> <li>Qualified team of 4 = <b>20 points</b></li> <li>Qualified team of 5 = <b>25 points</b></li> </ul>	<b>25</b>
4	Portfolio of evidence	<p>The bidder must demonstrate competence by attaching samples of relevant work done by the bidder</p> <p>NB: Samples must not be older than five (05) years</p>	<ul style="list-style-type: none"> <li>1-2 samples = <b>5 points</b></li> <li>3-4 samples = <b>10 points</b></li> <li>More than 5 samples = <b>15 points</b></li> </ul>	<b>15</b>
5	Detailed methodology	A detailed methodology which demonstrates competence in conceptualising, Document design, content structure, layout, providing editorial services, work load management.	<ul style="list-style-type: none"> <li>Provided methodology but does not demonstrate understanding of the scope of work and does not cover the full aspects as described = <b>10</b></li> </ul>	<b>20</b>

No.	Evaluation Criteria	Guideline	Scoring	Points
		Methodology	<ul style="list-style-type: none"> <li>Detailed methodology that demonstrates understanding of the scope of work and covers the full aspects as described in scope of work and expected milestones = 15</li> <li>Detailed methodology demonstrating understanding of the scope of work, expected milestones and good management = 20</li> </ul>	
				100

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

Threshold: Bidders who score less than 70 out of 100 points on functionality will not be considered for presentation/demonstration and will be disqualified for this project.

## Stage 2 b): Functionality – Presentation / Demonstration (Second Phase).

The second phase of the functional evaluation stage is based on presentation/demonstration, which will be evaluated using the following criteria and points:

NB: Presentations/demonstrations will be done in person at the QCTO Offices. QCTO will not reimburse potential service providers for travel costs or related costs.

STAGE 2: FUNCTIONALITY: (PRESENTATION/ DEMONSTRATION): PHASE 2		
Presentation/ Demonstration	<ul style="list-style-type: none"> <li>Bidder's understanding of the requirements and its capacity to deliver = Maximum 30 points</li> </ul>	30
	<ul style="list-style-type: none"> <li>Bidders demonstration of previous work done and strategy = <b>Maximum 50 points</b></li> </ul>	50
	<ul style="list-style-type: none"> <li>Examples of previously developed style guide/s = <b>Maximum of 20 points</b></li> </ul>	20
Total		100

Each of the criteria is to 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 / demonstration will not be considered for Price and Specific goals and will be disqualified for this project.

### 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 tenders with a Rand value below R50 000 000 (all applicable taxes included):

$$P_s = 80 \left[ 1 - \left( \frac{P_t - P_{min}}{P_{min}} \right) \right]$$

Where:

$P_s$  = Points scored for comparative price of proposal or offer under consideration;

$P_t$  = Comparative price of proposal or offer under consideration; and

$P_{min}$  = Comparative price of lowest acceptable proposal 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 table below:

Specific goals	Number of Points
Women	5
Youth	5
Historically Disadvantaged Individuals (HDI)	10

**Note:** Non-compliant contributors or 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 of B-BBEE certificates, the bidder must also submit the full verification report, which shows the percentage of Women ,Youth and HDI ownership.

## 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
<b>Total</b>	<b>100</b>

## 11. TENDER VALIDITY PERIOD

The validity period for this tender is 180 days.

## 12. ENQUIRIES

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

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

1. Mr. Marco MacFarlane  
E-Mail: [Macfarlane.M@qcto.org.za](mailto:Macfarlane.M@qcto.org.za)
2. Ms. Hilda Mathidza  
Email: [Mathidza.H@qcto.org.za](mailto:Mathidza.H@qcto.org.za)
3. Mr. Skheto Makgarengi  
Email: [Makgarengi.S@qcto.org.za](mailto:Makgarengi.S@qcto.org.za)

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

Mr Lekhotla Motloun  
Telephone Numbers: 012 003 1847  
E-mail address: [tenders@qcto.org.za](mailto:tenders@qcto.org.za)