

## **TERMS OF REFERENCE**

### **FOR**

**FOR THE APPOINTMENT OF A PANEL OF THREE (03) SUPPLIERS FOR THE SUPPLY AND DELIVERY OFFICE STATIONERY ON AN AD-HOC BASIS FOR A PERIOD OF THIRTY-SIX (36) MONTHS.**

**INVITATION TO BID**

**FOR THE APPOINTMENT OF A PANEL OF THREE (03) SUPPLIERS FOR THE SUPPLY AND DELIVERY OFFICE STATIONERY ON AN AD-HOC BASIS FOR A PERIOD OF THIRTY-SIX (36) MONTHS.**

**TENDER NO: QCTO 06/2026**

Closing Date	Address for Submission
<b>Date: 31 July 2026</b> <b>Time: 11:00am</b>	Quality Council for Trade and Occupations Tender Box @ Reception 256 Glyn Street Hatfield Pretoria 0083

**Late Submissions will not be considered**

<b>Company Name</b>		
<b>Address</b>		
<b>Contact person</b>		
<b>Contact numbers</b>	(w)	(cell)
<b>Email address</b>		

**BRIEFING SESSION INFORMATION**

**Compulsory Virtual Briefing session**

**Date: 17 July 2026**

**Time: 10:00am – 11:00am**

**Join: <https://teams.microsoft.com/meet/374430397690208?p=FtwLXSm0zPD76UNRTU>**

**Meeting ID: 374 430 397 690 208**

**Passcode: Gx9Ye3e7**

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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 114 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 providing office stationery on an as-and-when-required basis for 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 to appoint a panel of three (03) suppliers for the provision of office stationery on an as-and-when-required basis, the appointment of the successful bidders 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.

#### 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)	Yes	No	
• <b>Annexure B:</b> Summary of experience (Must use attached template).	Yes	No	
• Submission of one pricing completed <b>SBD 3.3</b> , together with <b>Annexure B1</b> (Must use attached Excel template). (Separately sealed in an envelope labelled <b>PRICING</b> ).	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 ( <b>SBD 1 SBD 4, SBD 6,1</b> )	Yes	No	
• Proof of CSD Registration (National Treasury) MAAA number on the <b>SBD1</b> (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 (Failure to attend the compulsory briefing session will lead to bidder being disqualified)	Yes	No	

#### 4.1. PRICING

- 4.1.1. The bidder must submit details regarding the Bid price for the services on the pricing schedule provided in SBD 3.3, and Annexure B 1.
- 4.1.2. The completed form/s must be submitted together with the Annexure B1 in 1 envelope.
- 4.1.3. Bidders are required to indicate their rates (costs) inclusive of all applicable taxes.
- 4.1.4. QCTO will not provide upfront payments.
- 4.1.5. The attached spreadsheet (B1) must be used to cost the Bid.
- 4.1.6. The price Bid must include VAT (if applicable) and should be fully inclusive to deliver all outputs indicated in the terms of reference.
- 4.1.7. Bidders must ensure that the Total Bid Price (Including VAT) must be the same on pricing schedule (SBD3.3) and on the Annexure B1: Costing/Price schedule. Failure to comply with this requirement will lead to disqualification.
- 4.1.8. Bidders must ensure that they indicate the Bid Prices (Including VAT) for each year on the Annexure B1: Costing/Price Schedule
- 4.1.9. 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

#### 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 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 not be met, the tendering unit will be disqualified.
- 4.3.2. It is recognised that tenderers may wish to form consortia to provide the services.
- 4.3.3. In response to this invitation to tender, 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 OF SERVICES

The appointed service provider will be required Supply and Delivery of Stationery on an ad hoc basis for a period of thirty-six (36) months. **The detailed specifications and quantities for each item are provided in Annexure B, which is attached to this bid document.**

**The scope of work includes but is not limited to:**

- 5.1.1. The successful supplier will be expected to supply and deliver office stationery as outlined in **Annexure B** of this document.
- 5.1.2. The successful bidder will be expected to supply and deliver stationery upon receipt of an official purchase order, within a specified period.

## 6. COMPANY REQUIREMENTS

### 6.1. The following must be submitted:

- 6.1.1. Valid Letter of Good Standing / COIDA Certificate
- 6.1.2. Copies of the identity documents of those with equity/shares
- 6.1.3. Proof of Company/closed corporation registration and a copy of CM/CK certificates
- 6.1.4. CSD Registration (National Treasury)
- 6.1.5. Bidders should have an existing office/branch in Gauteng Province or have access to an office/branch in Gauteng Province
- 6.1.6. Copy of the company letterhead or utility bill indicating the office address or a lease agreement signed by both the parties (lessor and lessee) will be accepted and must be attached to tender documents.

## 7. DELIVERABLES AND TIME FRAMES

### 7.1. Deliverables:

- 7.1.1. Delivery and distribution  
Suppliers must be able to deliver orders on –time and in full as per the quantity delivery period specified.
- 7.1.2. The service provider should be able to deliver within 3 days (between 08h00-16h00 business hours) from receipt of an official purchase order.
- 7.1.3. In case of emergency procurement, the service provider should be able to deliver within 12 hours (between 08h00-16h00 business hours) from receipt of an official purchase order.
- 7.1.4. Ordering
  - Supplier must be able to receive and respond to a request for quotation through email within 3 working days during working hours (08h00-16h00, Monday – Friday, excluding public holidays).
  - On confirmation of the quote and stock availability, QCTO will issue a Purchase Order.
  - Purchase order/s will be placed with the supplier(s) from time to time as and when goods/items are required.
  - QCTO reserves the right to place purchase orders until the last day of the contract for deliveries to be affected within the delivery period/lead

specified beyond the expiry date of the contract under the same terms and conditions as agreed upon.

- Delivery requirements may be stipulated in purchase orders and scheduled deliveries may be called for.

#### 7.1.5. Geographical Area (for Office/s Location)

- Bidders should have an existing office/branch in Gauteng Province or have access to an office/branch in Gauteng Province.
- Copy of the company letterhead or utility bill indicating the office address or a lease agreement signed by both the parties (lessor and lessee) will be accepted and must be attached to tender documents.

- It is a pre-requisite that the successful bidder will supply copy paper to QCTO which has been manufactured and supplied in compliance with the following weight specifications:
  - Quality of Photocopying Paper.
  - ISO 140001 (Environmental Management system)
  - ISO 9001 (Quality Management system)
  - QCTO requires:
    - A4 80 gsm quality copy paper
    - A3 80 gsm quality copy paper

## 7.2. TIME FRAMES

The service provider must ensure that projects are completed within thirty -six (36) months in line with the signed SLA. Although the total duration shall be thirty (36) months, the QCTO shall review the bidder's performance at the end of every six (06) months and reserves the right to terminate the contract due to non-performance.

NO	DELIVERABLES	EXPECTED TIMEFRAME
1.	Inception Meeting Signing of the SLA	August 2026

## 8. EXPERIENCE / SKILLS / PAST PERFORMANCE / TEAM REQUIRED

### 8.1. Company Experience

The service provider must have a minimum of three (03) years of operational experience in provision of stationery projects previously executed. To support this, service providers are required to submit reference letter/s (on the letterhead of the company and signed by management of that company) as proof that they have successfully rendered the services, or that they have been providing similar services. 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

The following table illustrates the minimum qualification and experience required for

Roles*	Qualifications	Experience
Project Leader / Company Director	A minimum of Grade 12	03 years of experience in supply and delivery of stationery services

QCTO reserves the right to verify the authenticity of all qualifications and to verify the experience indicated on CVs with third parties.

## 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 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: 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 authorised representative. Failure to meet or submit any or all the above mandatory requirements will lead to the bidder being disqualified.

Table 9.1 (a)

I/We have attached to this document:	Tick if submitted		Office use
• Letter of Good Standing (COIDA) issued by the Department of Labour	Yes	No	
• Certified copies of the identity documents of those with equity/shares	Yes	No	
• CSD Registration (National Treasury)	Yes	No	
• Proof of company/closed corporation registration and a copy of CM/CK certificates	Yes	No	

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

## 9.2. 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 service provider's responses in respect of their proposals against specifications and quality.

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

No	Criteria	Documents Required	Scoring	Weight
1	Company experience	<p>Demonstrate adequate experience through the number, types of similar projects/assignments undertaken. The service provider must have a minimum of three (03) years of operational experience as per paragraph 8.1.</p> <p>Bidders are expected to attach reference letters in the last 3 years (from 2023 to date) from previous clients for contracts undertaken.</p> <p>Reference letters must contain the following:</p> <ul style="list-style-type: none"> <li>• Signed and on an entity letterhead.</li> <li>• Clearly indicate the type of service provided.</li> <li>• Reference letters to be dated and signed</li> <li>• Relevant contact person's name, surname and position</li> <li>• Relevant contact number/s</li> </ul> <p>QCTO reserves the right to contact these organisations, without prior notice to the bidder</p>	<ul style="list-style-type: none"> <li>• 5 or more Reference letters provided = <b>40 points</b></li> <li>• 4 Reference letters provided = <b>30 points</b></li> <li>• 3 Reference letters provided = <b>20 points</b></li> <li>• 2 Reference letters provided = <b>10 points</b></li> <li>• No reference letters provided = <b>0 points</b></li> </ul>	<b>40</b>
2	Lead time Capability	Bidder must provide detailed plan for delivery.	<ul style="list-style-type: none"> <li>• Less than 3 days = <b>30 points</b></li> <li>• Lead time of 3 days = <b>20 points</b></li> <li>• Lead time more than 3 days = <b>10 points</b></li> </ul>	<b>30</b>
3	Quality and quantity management	Purchase orders from different previous clients in the last three years with corresponding delivery note	<p>5 - PO with delivery note = <b>30 Points</b></p> <p>4 - PO with delivery note = <b>25 Points</b></p> <p>3 - PO with delivery note = <b>15 Points</b></p> <p>2 - PO with delivery note = <b>10 Points</b></p> <p>No PO submitted= <b>0 Points</b></p>	<b>30</b> points
	<b>TOTAL</b>			<b>100</b>

Each criterion shall be assessed and scored on the evaluation sheet using the above points. Threshold: Bidders who score less than **80** out of **100** points will not be considered for Price and Specific Goals and will be disqualified for this project

### 9.3. 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):

$$Ps = 80 \left( 1 - \frac{Pt - P_{min}}{P_{min}} \right)$$

Where:

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

Pt = Comparative price of proposal or offer under consideration; and

Pmin = 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	Definitions	Number of Points
Black Women 50%. <b>&gt;50% = 5 points</b> <b>&lt;50% = 0 point</b>	5 points can be claimed by bidders who have owners/directors who are Black women with at least 50% controlled	<b>5</b>
Youth 50%. <b>&gt;50% = 5 points</b> <b>&lt;50% = 0 point</b>	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% controlled	<b>5</b>
Black 50%. <b>&gt;50% = 10 points</b> <b>&lt;50% = 0 point</b>	10 points can be claimed by bidders who have owners/directors who are Black with at least 50% controlled	<b>10</b>

**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
<b>Total</b>	<b>100</b>

## 11. SPECIAL CONDITIONS APPLICABLE TO THIS BID

- It is expected that all deliveries must be accompanied by an original invoice, statement and a signed delivery note stating the official purchase order number against which the delivery has been affected the agreement.
- Deliveries not complying with the purchase order will be returned to the service provider at their own expense.
- The appointment will be subject to an annual performance review
- NB: Service providers must quote for all items as indicated on the list (page xxx) failure to quote for all items will lead to disqualification of the proposal.
- The price quoted must include VAT and delivery cost in the unit price.
- In case of emergency procurement, the service provider should be able to deliver within 12 hours (between 08h00-16h00 business hours) from receipt of an official purchase order.
- The Bidder should have a reliable contact number and email address for communication purposes.
- For effective service delivery and proper management of the account, the Bidder should provide an experienced, reliable and dedicated key account manager or key Personnel to service QCTO from Monday to Friday between 08h00 and 16h00, excluding public holidays.
- 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.
- 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 PROPOSAL**

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 organisation. QCTO reserves the right to accept the offer in full or in part.

#### **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. Lekhotla Motlounq

Email: [tenders@qcto.org.za](mailto:tenders@qcto.org.za)

Contact persons for SCM and administrative related issues:

Ms. Ziyanda Mtwu-Modupe

Email: [tenders@qcto.org.za](mailto:tenders@qcto.org.za)