



MUNICIPAL INFRASTRUCTURE
SUPPORT AGENT

Today, Creating a Better Tomorrow

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TERMS OF REFERENCE TO APPOINT A SERVICE PROVIDER TO SUPPLY, INSTALL, CONFIGURE AND COMMISSION TWO (1) SATELLITE DISH, DECODERS, ACCESSORIES, TWO (2) TELEVISION SETS, CABLING AND RELATED SERVICES AT MISA.

1. PURPOSE

- 1.1 The Municipal Infrastructure Support Agent (MISA) intends to appoint a suitably qualified service provider to supply, install, configure and commission two (2) satellite dishes, decoders, all required accessories, two (2) television sets, cabling and associated services to provide reliable satellite television reception and viewing capability at MISA premises.

2. BACKGROUND

- 2.1 MISA requires reliable satellite television services for institutional information, monitoring, meetings, and other operational requirements.
- 2.2 The required solution must include all equipment, mounting hardware, cabling, signal distribution, decoder configuration, television installation, testing, commissioning and handover documentation.

3. PROJECT OBJECTIVES

- 3.1 To invite proposals from suitable service providers for the supply, installation, configuration, cabling, testing and commissioning of two (2) satellite television points, including satellite dishes, decoders, accessories and two (2) television sets.

4. SCOPE OF WORK

The appointed service provider shall undertake the following:

4.1 Supply and Installation

4.1.1 The successful bidder shall:

- a. Supply and install two (1) satellite dish suitable for the required satellite television service.
- b. Supply and install two (2) latest compatible satellite decoders, preferably DStv Explora Ultra or latest equivalent model, including smart cards, remote controls, power supplies, HDMI cables and subscription activation requirements where applicable.

- c. The decoders must meet the following minimum specifications: high-definition satellite decoder with PVR functionality; support for HD viewing and, where supported by the service and television set, 4K, HDR and Dolby Atmos capability; built-in Wi-Fi connectivity; Ethernet/LAN connectivity or support for internet connection; HDMI output; coaxial satellite input; support for Catch Up, BoxOffice, live pause, rewind, replay and recording functionality; capacity to record approximately 110 hours or more of content where enabled by the service provider; compatibility with XtraView or multi-view configuration where required; support for streaming applications such as DStv, Showmax and selected third-party applications where available; on-screen installation wizard; electronic programme guide; parental control functionality; remote-control operation; compatibility with the supplied 55 inch Samsung smart TV sets; and a minimum twelve (12) month manufacturer warranty.
- d. Supply and install two (2) 55-inch Samsung smart TV sets, or latest equivalent Samsung 55 inch smart TV model or **any equivalent**, including wall brackets, stands or mounting accessories as required by the site.
- e. The 55 inch Samsung smart TV sets must meet the following minimum specifications: 55 inch flat-screen display; 4K Ultra High Definition resolution of 3840 x 2160; Samsung Crystal UHD, QLED or equivalent Samsung display technology; HDR support, including HDR10 or HDR10+ where available; Samsung Tizen smart TV operating system; built-in Wi-Fi and Bluetooth connectivity; minimum three (3) HDMI inputs; minimum one (1) USB input; Ethernet/LAN port; RF input; HDMI ARC/eARC or equivalent audio return capability; integrated speakers with minimum 20W audio output; screen mirroring or mobile-to-TV casting capability; support for popular streaming applications; remote control; VESA wall-mount compatibility; energy-efficient operation; and a minimum two (2) year manufacturer warranty.
- f. Supply all required LNBs, connectors, splitters, surge protection, HDMI leads, power extensions, trunking, conduits, cable ties and other accessories.
- g. Install and route all cabling neatly, safely and in accordance with applicable building, electrical and occupational health and safety requirements.
- h. Mount, align and secure the satellite dishes to achieve optimal signal strength and quality.

4.2 Configuration and Integration

4.2.1 The service provider shall:

- a. Configure each decoder and television set for the required channels, language settings, display settings and remote-control functionality.
- b. Integrate the decoders with the television sets using appropriate HDMI or equivalent high-quality cabling.
- c. Label all installed cables, decoder points and television points for ease of support and maintenance.

- d. Ensure the installed system does not interfere with existing electrical, ICT, Audio Visual or building infrastructure.

4.3 Support Services

4.3.1 The successful bidder shall provide:

- a. Remote and telephonic technical support during business hours.
- b. On-site support where remote resolution is not possible.
- c. Fault diagnosis and resolution for signal, decoder, cabling and television display issues.
- d. Technical advice and recommendations for reliable operation of the installed solution.

4.4 Maintenance Services

4.4.1 The appointed service provider shall provide maintenance, including:

- a. Inspection of satellite dishes, mounting brackets, LNBs, connectors, cables and television mounting points.
- b. Signal testing and dish realignment where required.
- c. Decoder software updates or resets where applicable.
- d. Replacement of defective components covered under warranty.
- e. Maintenance reports after each scheduled or call-out visit.

4.5 Testing, Commissioning and Handover

4.5.1 The successful bidder shall:

- a. Conduct end-to-end signal testing for both satellite dish installations.
- b. Test decoder activation, channel availability, picture quality, sound quality and remote-control operation.
- c. Perform user demonstration and basic operational training.
- d. Conduct User Acceptance Testing (UAT) with the MISA representative.
- e. Submit installation, commissioning and handover documentation, including warranty details and as-installed cable routes.

5. PROJECT OUTPUT AND OUTCOMES

5.1 The service provider must ensure the following:

- 5.1.1. Two (2) fully installed and commissioned satellite dish systems.
- 5.1.2. Two (2) operational latest compatible satellite decoders, preferably DStv Explora Ultra or latest equivalent model, configured for the required satellite television service and meeting the minimum technical specifications.
- 5.1.3. Two (2) installed 55-inch Samsung smart TV sets meeting the minimum technical specifications, with stable picture and sound output.
- 5.1.4. Neatly installed, labelled and concealed cabling where practical.
- 5.1.5. Successful testing and commissioning report.
- 5.1.6. Warranty documentation for supplied equipment and installation workmanship.
- 5.1.7. Basic user guidance and handover documentation.

6. PROJECT DURATION AND TIME FRAMES

- 6.1 The installation, testing and commissioning must be completed within the timeframe agreed in the purchase order or service level agreement, commencing from the date of appointment or site handover.

7. MANDATORY REQUIREMENTS FOR THE RFQ

- 7.1 The service provider should have at least three (3) years of experience in satellite television installation, decoder configuration, television mounting, cabling and commissioning services.
- 7.2 Provide at least two (2) reference letters confirming successful completion of similar satellite television, decoder, cabling and television installation work within the past five (5) years.
- 7.3 Provide proof of manufacturer, distributor or installer accreditation or authorisation for the proposed satellite television equipment and services, where applicable.
- 7.4 The service provider must comply with applicable health and safety requirements for working at heights, drilling, mounting, electrical connections and cabling within MISA premises.

8. Criteria for evaluating compliance with this RFQ.

- 8.1 The service provider must comply with clauses 7.1 till 7.4 of this TORs and as reflected in the table below:
- 8.2 * Bidders must indicate with a tick or cross if they **Comply** or **Do Not Comply** with the mandatory requirements on the table above.
- 8.3 * If the bidder does not indicate if they meet the mandatory requirements or not, it will be assumed that the bidder does not qualify.
- 8.4 * Bidders who do not meet any of the three mandatory requirements will be disqualified.

NO	Evaluation Criterion	Comply	Do Not Comply	Required Evidence
1	At least three (3) years of relevant experience in satellite television installation, decoder configuration, television mounting, cabling and commissioning.			Attached company profile stating that the company has been in existence for three and among other services experiences it has experience in satellite television installation.

NO	Evaluation Criterion	Comply	Do Not Comply	Required Evidence
2	Provide at least two (2) reference letters for similar work completed within the past five (5) years.			Two reference letters written and signed by current and or past clients/customers where satellite television installation or similar work was done.
3	Provide proof of manufacturer, distributor or installer accreditation or authorisation for the proposed satellite television equipment and services, where applicable.			Proof of accreditation from manufacturer, distributor or any relevant entity.
4	The service provider must comply with applicable health and safety requirements for working at heights, drilling, mounting, electrical connections and cabling within MISA premises.			No proof required but the MISA's facility unit will enforce compliance supported by the relevant MISA safety representatives.

9. SITE VISIT AND BRIEFING SESSION (COMPULSORY)

9.1 There will be a compulsory briefing session to be held as follows:

9.2 This will be held on 09th October 2026 at 10h00

9.3 Venue: Online

10. Pricing Schedule

10.1 In pricing the RFQ, service providers should use the table below:

#No	Item description	Estimated Quantity	Unit price	Total Price
1	Satellite dish, LNBS, brackets and mounting accessories	1		
2	Latest compatible satellite decoders, preferably DStv Explora Ultra or latest equivalent, with smart	2		

#No	Item description	Estimated Quantity	Unit price	Total Price
	cards, remote controls, HDMI cables, power supplies and accessories			
3	55-inch Samsung smart TV sets meeting the minimum technical specifications, with brackets, stands or mounting accessories	2		
4	Cabling, trunking, connectors, surge protection and installation consumables	As required		
5	Installation, configuration, testing and commissioning	1 lot		
6	Onsite Support and maintenance	15 hours (on as and when required basis)		
Sub-Total Excl VAT				
VAT (15%)				
Total Incl VAT				

10.2 * MISA shall only pay the invoice for any or all deliverable(s) once the MISA project manager has signed off on a particular or all deliverables listed above.

Prices for supplied components must include labour and travel costs, which will not be billed separately.