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## REQUEST FOR QUOTATIONS

DESCRIPTION	SUPPLY, DELIVER, INSTALL AND FIT PODCAST EQUIPMENT	
RFQ040-2026	CLOSING DATE: 27 MARCH 2026	CLOSING TIME:15H00
ENQUIRIES MAY DIRECTED AS FOLLOWS, REGARDING		
BIDDING PROCEDURE: Mr, Malwande Ntongana <a href="mailto:tenders@ecsecc.org">tenders@ecsecc.org</a> <a href="mailto:tenders.ecsecc@gmail.com">tenders.ecsecc@gmail.com</a>		TECHNICAL INFO: Mr, Zwanga Mukhuthu <a href="mailto:Zwanga.Mukhuthu@ecsecc.org">Zwanga.Mukhuthu@ecsecc.org</a> <a href="mailto:tenders@ecsecc.org">tenders@ecsecc.org</a> <a href="mailto:tenders.ecsecc@gmail.com">tenders.ecsecc@gmail.com</a>

BIDDER'S INFORMATION					
NAME OF BIDDER					
BIDDER'S ADDRESS					
NAME OF BIDDER'S REPRESENTATIVE					
POSITION HELD IN COMPANY					
TELEPHONE NUMBER		VAT REGISTRATION NUMBER			
EMAIL ADDRESS					
COMPANY REGISTRATION NUMBER					
CSD NUMBER	MAAA	TCC COMPLIANT (TICK APPLICABLE)	YES		
			NO		
BID RESPONSE					
QUOTATION AND BID DOCUMENTS MAY BE DELIVERED ELECTRONICALLY BY EMAILING ZIP FILE OR SENDING A LINK THROUGH TO <a href="mailto:TENDERS@ECSECC.ORG">TENDERS@ECSECC.ORG</a> AND <a href="mailto:TENDERS.ECSECC@GMAIL.COM">TENDERS.ECSECC@GMAIL.COM</a>					



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## 1. INTRODUCTION

- 1.1. ECSECC is a Schedule 3C public entity reporting to the OTP which was established as a multi-stakeholder Council to advise the provincial government on improving service delivery and to create a common platform for debate between the various development communities of the Eastern Cape.
- 1.2. It is a multi-stakeholder centre of excellence in strategic foresight, social collaboration and innovative solution design.
- 1.3. As a knowledge-based organization, ECSECC seeks to generate, effectively manage, and disseminate information and knowledge. Its core vision is a prosperous, productive and sustainable Eastern Cape where all people realize their potential.
- 1.4. ECSECC is located at Vincent in East London in the Eastern Cape Province only and has a staff complement of just less than 100 personnel.

## 2. BACKGROUND

- 2.1 ECSECC produces a wide range of high-value knowledge products. The ECSECC Podcast is proposed as an audio platform to amplify these products, sustain relevance, and engage wider audiences.
- 2.2 It is against this background that ECSECC solicits a service provider to supply, deliver, install and fit podcast equipment.

## 3. SCOPE OF WORK

- 3.1 ECSECC solicits prospective service providers to supply, deliver, Install and Fit the following Podcast Equipment items:

## 4. SPECIFICATION FOR PODCAST EQUIPMENT

### 4.1 8-Channel Audio Mixer

**Quantity: 01**

NAME OF ITEM	DESCRIPTION
8-Channel Audio Mixer (Professional Broadcast Grade)	<ul style="list-style-type: none"><li>• Minimum 8 input channels (at least 6 XLR mic inputs)</li><li>• High-quality mic preamps (low noise, EIN ≤ -125 dBu)</li><li>• +48V Phantom Power (individually switchable preferred)</li><li>• At least 2 stereo line inputs</li><li>• Built-in USB audio interface (minimum 2-in/2-out, 24-bit/48kHz or higher)</li><li>• Built-in compression and EQ per channel</li><li>• At least 2 AUX sends</li><li>• Headphone output with independent level control</li><li>• Main XLR balanced outputs</li></ul>

	<ul style="list-style-type: none"> <li>• Rugged metal chassis</li> <li>• Compatible with Windows and macOS</li> <li>• Built-in digital effects</li> <li>• Bluetooth input</li> <li>• Multi-track USB output</li> </ul>
Warranty:	1-year warranty

#### 4.2 Condenser Microphones

**Quantity: 05**

NAME OF ITEM	DESCRIPTION
<b>Condenser Microphones (Broadcast Quality)</b>	<ul style="list-style-type: none"> <li>• Large diaphragm condenser</li> <li>• Cardioid polar pattern</li> <li>• Frequency response: 20Hz–20kHz</li> <li>• Sensitivity: <math>\geq -38\text{dB} \pm 3\text{dB}</math></li> <li>• Low self-noise (<math>\leq 20\text{dBA}</math>)</li> <li>• XLR output</li> <li>• Requires 48V phantom power</li> <li>• Metal construction</li> <li>• Supplied with shock mount</li> <li>• Pop filter included</li> <li>• Studio-grade broadcast quality</li> </ul>
Warranty:	1-year warranty

#### 4.3 Microphone Stands

**Quantity: 05**

ITEM	DESCRIPTION
<b>Microphone Stands</b>	<ul style="list-style-type: none"> <li>• Adjustable boom arm</li> <li>• Heavy-duty base (anti-tip)</li> <li>• Height adjustable (minimum 80cm–160cm range)</li> <li>• Cable management clips</li> <li>• Compatible with standard mic clips (5/8" thread)</li> <li>• Desk-mounted articulated broadcast arms</li> </ul>
Warranty	1-year warranty

#### 4.4 Microphone Windshields

**Quantity: 05**

ITEM	DESCRIPTION
<b>Microphone Windshields</b>	<ul style="list-style-type: none"> <li>• Compatible with supplied condenser microphones</li> <li>• High-density foam or dual-layer mesh pop filter</li> <li>• Effective plosive and wind noise reduction</li> <li>• Washable and durable material</li> </ul>
Warranty	1-year warranty

#### 4.5 Noise-Cancelling Headphones

**Quantity: 05**

ITEM	DESCRIPTION
<b>Noise-Cancelling Headphones (Studio Monitoring)</b>	<ul style="list-style-type: none"><li>• Closed-back, over-ear design</li><li>• Active or passive noise isolation</li><li>• Frequency response: 20Hz–20kHz</li><li>• Impedance: 32–80 ohms</li><li>• Replaceable ear pads</li><li>• 3.5mm jack with 6.3mm adapter</li></ul>
Warranty	1-year warranty

#### 4.6 Laptops

**Quantity: 02**

ITEM	DESCRIPTION
<b>Laptops (Audio/Video Production Grade)</b>	<ul style="list-style-type: none"><li>• 14-inch professional-grade mobile workstation.</li><li>• Pre-installed operating system (latest supported version at time of delivery)</li><li>• ARM-based chip</li><li>• 10-core CPU</li><li>• 10-core GPU</li><li>• 153 GB/s memory bandwidth</li><li>• 32GB Unified memory</li><li>• Up to 24 hours of battery life</li><li>• 1 TB configurable up to 4 TB.</li><li>• 3x Thunderbolt 4 Ports</li><li>• 14.2 inch or 16.2 inch Liquid Retina XDR w/ Nano-texture</li></ul>
Warranty	<ul style="list-style-type: none"><li>• 5-year warranty Next Business Day Onsite Hardware Support w/Travel/Accidental</li><li>• Damage Protection for Notebooks Specifications</li></ul>

#### 4.7 Audience Interface

**Quantity: 01**

ITEM	DESCRIPTION
<b>Audience Interface (Call-In System)</b>	<ul style="list-style-type: none"><li>• Telephone hybrid interface</li><li>• Bluetooth call-in capability</li><li>• Echo cancellation</li><li>• XLR input/output</li><li>• Mix-minus functionality</li><li>• Compatible with mixer and codec</li></ul>
Warranty	1-year warranty

**4.8 Podcast Recording & Editing Software****Quantity: 01**

ITEM	DESCRIPTION
<b>Podcast Recording &amp; Editing Software</b>	<ul style="list-style-type: none"><li>• Multi-track recording</li><li>• Audio editing (cut, fade, compression, EQ)</li><li>• Noise reduction tools</li><li>• Video editing capability (preferred)</li><li>• Compatible with supplied laptops</li></ul>
<b>Licensed version as a standalone one-time purchase</b>	<ul style="list-style-type: none"><li>• Final Cut Pro 12.0 or latest version</li></ul>

**4.9 Monitoring Speakers****Quantity: 02**

ITEM	DESCRIPTION
<b>Monitoring Speakers (Studio Monitors – Pair)</b>	<ul style="list-style-type: none"><li>• Active powered monitors</li><li>• Minimum 5" woofer</li><li>• Frequency response: 45Hz–20kHz</li><li>• Balanced XLR/TRS input</li><li>• Minimum 50W per speaker</li><li>• Near-field monitoring design</li></ul>
Warranty	1-year warranty

**4.10 Cabling**

ITEM	DESCRIPTION
<b>Cabling (Complete Studio Wiring Kit)</b>	<ul style="list-style-type: none"><li>• XLR cables (minimum 10 high-quality balanced cables)</li><li>• TRS cables</li><li>• HDMI cables (4K rated)</li><li>• SDI cables (for Blackmagic mixer)</li><li>• Power extension units (surge protected)</li><li>• Cable management accessories</li></ul>
Warranty	1-year warranty
All cables must be shielded, studio-grade quality	

**4.11 Full HD & 4K Camcorders****Quantity: 03**

ITEM	DESCRIPTION
<b>Full HD &amp; 4K Camcorders</b>	<ul style="list-style-type: none"><li>• 4K UHD resolution (3840 × 2160)</li><li>• Minimum 20x optical zoom</li><li>• 1-inch sensor preferred</li><li>• HDMI output with clean feed</li><li>• SDI output preferred</li><li>• XLR audio inputs (minimum 2)</li><li>• Optical image stabilization</li></ul>

	<ul style="list-style-type: none"> <li>• Dual SD card slots</li> <li>• Rechargeable battery</li> <li>• Tripod compatible mounting (standard 1/4" or 3/8" mount)</li> </ul>
<b>Required Accessories (Per Camera)</b>	
<b>Tripod</b>	<ul style="list-style-type: none"> <li>• Professional heavy-duty tripod with fluid head (1 per camera)</li> <li>• Load capacity suitable for professional camcorders</li> <li>• Adjustable height with stable aluminium or carbon-fibre legs</li> <li>• Quick-release mounting plate</li> <li>• Carry bag included</li> </ul>
<b>Power</b>	<ul style="list-style-type: none"> <li>• Minimum 2 additional rechargeable batteries per camera</li> <li>• Battery charger supplied</li> </ul>
<b>Storage</b>	<ul style="list-style-type: none"> <li>• 2 high-speed SDXC memory cards (128GB) per camera</li> <li>• Cards must support 4K video recording</li> </ul>
<b>Warranty</b>	2-year warranty for each camera

#### 4.12 Mirrorless Camera **Quantity: 01**

ITEM	DESCRIPTION
<b>Mirrorless Camera (Body + Lens)</b>	<ul style="list-style-type: none"> <li>• 24.2MP Full-Frame CMOS Sensor</li> <li>• 4K60 10-Bit Internal Video, C-Log 3</li> <li>• External 6K ProRes RAW Recording</li> <li>• Dual Pixel CMOS AF II</li> <li>• 12 fps Mech. Shutter, 40 fps E. Shutter</li> <li>• Sensor-Shift 5-Axis Image Stabilization</li> <li>• 3.69m-Dot OLED EVF</li> <li>• 3inch 1.62m-Dot Vari-Angle Touchscreen LCD</li> <li>• Dual UHS-II Memory Card Slots</li> <li>• RF 24-105mm f/4 L IS USM Lens</li> <li>• Rechargeable battery with charger included</li> </ul>
<b>Standard Manufacturer Accessories</b>	<ul style="list-style-type: none"> <li>• battery, charger, cables, body cap, lens caps, strap</li> </ul>
<b>Power</b>	<ul style="list-style-type: none"> <li>• 2 additional rechargeable batteries</li> <li>• Battery charger supplied</li> </ul>
<b>Storage</b>	<ul style="list-style-type: none"> <li>• 2 high-speed SD memory cards (128GB)</li> <li>• Cards must support 4K video recording</li> </ul>
<b>Light</b>	<ul style="list-style-type: none"> <li>• 1 Speedlite EL – 5 flash unit</li> </ul>
<b>Warranty</b>	2-year warranty

#### 4.13 Blackmagic Mixer (Video Switcher)

**Quantity: 01**

ITEM	DESCRIPTION
<b>Blackmagic Mixer (Video Switcher)</b>	<ul style="list-style-type: none"><li>• Minimum 4 HDMI inputs</li><li>• 4K support</li><li>• Live switching capability</li><li>• Built-in streaming encoder</li><li>• USB webcam output</li><li>• Multi-view output</li><li>• Audio embedding</li><li>• Ethernet control</li><li>• ATEM Mini Extreme ISO or equivalent</li></ul>

#### 4.14 LED Panel Lights

**Quantity: 03**

ITEM	DESCRIPTION
<b>LED Panel Lights (Studio Grade)</b>	<ul style="list-style-type: none"><li>• Bi-colour (3200K–5600K)</li><li>• Minimum 100W output equivalent</li><li>• Colour rendering index (CRI) <math>\geq 95</math></li><li>• Adjustable brightness (dimmable)</li><li>• Flicker-free</li><li>• Light stands included</li><li>• Softbox/diffuser included</li></ul>
Warranty	1-year warranty

### 5. TRAINING OF ECSECC STAFF

5.1 The bidder must provide:

- 5.1.1 On-site training for 7 staff/users on installation, configuration and operating of systems and software.
- 5.1.2 User manuals and documentation.
- 5.1.3 Digital copies of training materials.

5.2 Bidders must indicate how long it would take to complete the training.

### 6. QUALITY ASSURANCE

6.1 Bidders must demonstrate:

- 6.1.1 Quality control procedures.
- 6.1.2 Testing and commissioning procedures.
- 6.1.3 Compliance with relevant industry standards for audio-visual installations.

## 7. SPECIAL CONDITIONS OF CONTRACT

- 7.1 Goods must be delivered at ECSECC offices in East London.
- 7.2 The successful bidder must install and configure.
- 7.3 The successful bidder must test and train ECSECC staff.
- 7.4 The payment of invoices shall be made within thirty (30) days of the date on which the invoice and all supporting documentation is received.
- 7.5 Once-off payment will be processed upon delivery of items
- 7.6 The prices charged on the invoices shall not exceed the prices quoted and committed in the purchase order, unless you have prior approval by ECSECC.

## 8. SUBMISSION OF QUOTATIONS

8.1 Bid documents may be submitted on or before the closing date and time, as follows:

- 8.1.1 Electronically by emailing a compressed zip folder to [tenders@ecsecc.org](mailto:tenders@ecsecc.org) & [tenders.ecsecc@gmail.com](mailto:tenders.ecsecc@gmail.com) quoting the reference **RFQ040-2026**.  
**OR**
- 8.1.2 Electronically by emailing a link pointing to your cloud account for file access to [tenders@ecsecc.org](mailto:tenders@ecsecc.org) and [tenders.ecsecc@gmail.com](mailto:tenders.ecsecc@gmail.com) quoting the reference **RFQ040-2026**.

8.2 Bidding enquiries may be directed to Mr. Malwande Ntongana at [tenders@ecsecc.org](mailto:tenders@ecsecc.org) and [tenders.ecsecc@gmail.com](mailto:tenders.ecsecc@gmail.com) or phone 043 701 3400.

8.3 Bidders are required to submit, **on or before 27 March 2026 at 15H00**, the following:

- 8.3.1 Quotation with sufficient detail to confirm the specification compliance.
- 8.3.2 The quotation must also indicate the following:
  - 8.3.2.1 The estimated time of delivery
  - 8.3.2.2 Total hours to train ECSECC staff
- 8.3.3 Returnable documents (SDBs 4 & 6.1) as supplied.

8.4 Failure to submit the documents stated in 4.3 above may render your bid non-responsive.

## 9. EVALUATION CRITERIA

ECSECC has set minimum standards (Gates) that a bidder needs to meet in order to be evaluated and selected as a successful bidder. The minimum standards consist of the following:

Pre-qualification Criteria (Gate 0)	Specification Validation (Gate 1)	Functionality Criteria (Gate 2)	Price and Specific Goals (Gate 3)
Bidders must submit all documents as outlined in <b>(Table 1)</b> below. Only bidders that comply with ALL these criteria will proceed to Gate 1.	Bidders must meet the full specification as detailed under paragraph 4 of this bid document to proceed to Gate 2. Gate 2 (Functionality Criteria).	Bidder(s) are required to achieve a minimum of <b>70</b> points to proceed to Gate 3 (Price and Specific Goals).	Bidders will be evaluated out of 100 points, as per <b>(Table 2)</b> , below.

### 9.1 Gate 0: Prequalification

- 9.1.1 The bidders must return the documents listed in **Table 1**.
- 9.1.2 All documents must be completed and signed by the duly authorized representative of the prospective bidders.
- 9.1.3 During this phase Bidders' responses will be evaluated based on compliance with the listed administration, using the Central Supplier Database (CSD), and mandatory bid requirements.
- 9.1.4 The bidders' proposals may be disqualified for non-submission of any of the documents.

**Table 1:** Documents that must be submitted for Pre-qualification.

Document that must be submitted	Non-submission may result in disqualification?	
<b>9. Tax Clearance Certificate</b>	<b>YES</b>	a. ECSECC transacts with service providers that have a compliant tax status. b. ECSECC makes use of the CSD report to verify tax status of suppliers. Please ensure that your tax affairs are in good order with SARS. c. ECSECC does not transact with service providers that have a non-compliant tax status.
<b>10.SBD 4 -Bidders' Disclosure</b>	<b>YES</b>	Complete and sign the supplied pro forma document.
<b>11.SBD 6.1 -Preference Points Claim Form in terms of Preferential Procurement Regulations, 2022</b>	<b>NO</b>	Complete and sign the supplied pro forma document. Non-submission will lead to a zero (0) score on Specific Goals.
<b>12.Itemized Price Quotation</b>	<b>YES</b>	Quotation must be verifiable and compliant to the full specification.

## 9.2 Gate 1: Specification Validation

9.2.1 Bidders must submit a detailed quotation with full information that can be validated to proceed to Gate 2. The quotation must include, but not limited to, the following:

- 12.2.1.1 Full Product Description,
- 12.2.1.2 Quantity Offered and
- 12.2.1.3 Warranty

9.2.2 Failure to meet the full specification shall deem the bid non-responsive.

## 9.3 Gate2: Functionality Criteria

Bidders must score 70 points to proceed to Gate 3

<b>Evaluation Criteria</b>	<b>Weight</b>
<b>Understanding of scope of work</b> a. Proposal that demonstrates comprehension and competency to deliver on what is required including: <ul style="list-style-type: none"> <li>- A project plan that outlines key activity, time frames, milestones and budget</li> <li>- Installation and commissioning plan</li> <li>- Training ECSECC staff</li> <li>- Risk management plan</li> <li>- Design drawings/layout of proposed studio setup</li> <li>- Indicate/ name of the <b>Technical Project Leader</b></li> </ul> b. Proposal covering areas in a., above <ul style="list-style-type: none"> <li>- Comprehensive proposal covering all requirements <b>(30 points)</b></li> <li>- Good and innovative proposal lacking some minor requirements <b>(20 points)</b></li> <li>- Average and theoretical proposal demonstrating substantial lack in some areas <b>(10 points)</b></li> <li>- Unclear proposal or irresponsible to the requirements <b>(0 points)</b></li> </ul> <b>[points based on submission of proposal for the project]</b>	30
<b>Relevant Experience of the Firm</b> a. 3 years' experience and above in supplying and installing podcast, broadcast, or studio recording equipment. <b>(20 points)</b> b. Successful completion of similar projects. Two (2) or more similar projects completed <b>(10 points)</b> One (1) similar project completed <b>(05 points)</b> <b>[points will be based on, a. favourable reference letters from previous and current clients and b. submission of Portfolio of Evidence (PoE) in the form of pictures of completed Podcast studios for each project confirming completed in the last five (5) years]</b>	30
<b>Capacity of the Team/or Dedicated Personnel</b> a. The technical project team/or dedicated personnel must have qualified and experienced technical personnel capable of delivering turnkey podcast studio installations. Minimum requirements: <ul style="list-style-type: none"> <li>i. At least one (1) Certified Audio-Visual Technician or equivalent qualification. <b>(10 points)</b></li> <li>ii. Two (2) or more years' experience in the following: <b>(05 points)</b> <ul style="list-style-type: none"> <li>- Digital recording systems</li> <li>- Streaming and broadcasting configuration</li> </ul> </li> <li>iii. At least one (1) Sound engineer or audio technician. <b>(10 points)</b></li> <li>iv. Two (2) or more years' experience in the following: <b>(05 points)</b> <ul style="list-style-type: none"> <li>- Acoustic treatment and soundproofing</li> <li>- Audio signal flow and studio wiring</li> </ul> </li> </ul> <b>[points will be based on submission of relevant certified copies of the certificates and CVs of the dedicated personnel]</b>	30
<b>Location</b> Operating office within the borders of the Eastern Cape <b>(10 points)</b> <b>[points will be based on submission of proof in the form of municipality bill or lease agreement etc.]</b>	10

## 9.4 Gate 3: Price and Specific Goals

9.4.1 In terms of regulation 4 of the Preferential Procurement Regulations, 2022, pertaining to the Preferential Procurement Policy Framework Act, 2000 (Act 5 of 2000), responsive bids will be adjudicated on the 80/20-preference point system in terms of which points are awarded to bidders on the basis of:

- The bid price (maximum 80 points) and
- Specific Goals (maximum 20 points).

9.4.2 The evaluation of price and specific goals will be evaluated as outlined in **Table 2**.

**Table 2:** Price and Specific Goals Evaluation

Element	Weight
Price	80
Specific Goals	20
Historically Disadvantaged Individuals (HDIs)	
- Enterprises with ownership of 51% or more by person(s) who are black persons (5 points)	
- Enterprises with ownership of 51% or more by person(s) who are women (5 points)	
- Enterprises with ownership of 51% or more by person(s) who are youth (5 points)	
- Enterprises with ownership of 51% or more by person(s) with disability (2 points)	
- Enterprises located and/or operating within the borders of the Eastern Cape (3 points)	
<b>Total</b>	<b>100</b>

9.5 The allocation of specific goals shall be based on the preferences claimed by the bidder on SBD6.1 Specific Goals Claim Form.

9.5.1 The bidder must ensure that the claims are verifiable against the CSD record especially related to ownership.

9.5.2 Should the bidder claim a point for disability, the bidder must substantiate the disability ownership claim with a medical practitioner certification.

## 10. TERMS AND CONDITIONS

- 10.1 The RFQ forms should **not** be retyped or redrafted, but photocopies may be prepared and used.
- 10.2 Should the RFQ forms not be filled in by means of electronic devices, bidders are encouraged to complete forms in a **blank ink**.
- 10.3 The forms documents shall be completed, signed, and submitted with the bid.
- 10.4 Failure on the part of the bidder to sign any of the forms of the RFQ documents and thus to acknowledge and accept the conditions in writing or to complete the forms of RFQ documents, questionnaires, and specifications in all respects, may invalidate the bid.
- 10.5 Where items are specified in detail, the specifications form an integral part of the RFQ document and bidders shall indicate that the items offered are compliant to the specification, by way of a global code or picture detailing the specification or any other form that enables ECSECC to validate the items offered are compliant to the specification. In cases where items offered are not compliant to specification, bidders shall indicate the deviations from the specification.
- 10.6 In instances where the bidder is not the manufacturer of the items offered, the bidder must state the relevant manufacturer or supplier of the items offered.
- 10.7 This RFQ will be processed in accordance with the PPPFA requirements and in line with the ECSECC SCM Policy.
- 10.8 This RFQ is subject to the General Conditions of Contract (GCC) and re-issues thereof. Copies of these GCC are obtainable from ECSECC office.
- 10.9 The quotation should reach this office not later than the closing date and time above. Please indicate the estimated date of delivery, next to delivery date, above.
- 10.10 Bids received after the closing time (late bids), at the address indicated in the bid documents will not be accepted for consideration.
- 10.11 Prices should be in RSA currency and please indicate if VAT inclusive/exclusive. Price Offer should be valid for **90** days from the closing date of this RFQ.
- 10.12 ECSECC reserves the right to **not** award or cancel this bid at any time and shall not be bound to accept the lowest or any bid.
- 10.13 Should the quotation be submitted with any special terms and conditions which will govern or regulate or qualify the service that you will provide to ECSECC, same should be indicated as such in your quotation.
- 10.14 ECSECC reserves the right to accept those terms and conditions as originally submitted or to amend them in order to protect the rights and interests of ECSECC or reject them.

10.15 Should you refuse to agree to provide the said service subject to the amendment of the special terms and conditions, ECSECC will be entitled to reject your quotation.

10.16 ECSECC upholds good ethical principles. Should there be any transgression of ethics, you are required to report such to the CEO of ECSECC.

10.17 ECSECC does not pay for goods/services **not** received.

10.18 Please note that ECSECC has up to 30 days to settle the account after receiving the items and invoice.

## **11. SERVICE LEVEL AGREEMENT**

11.1 Upon award, ECSECC shall issue an authorized purchase order to the successful bidder to show acceptance of price offer.

11.2 The successful bidder is obliged to supply and deliver the goods at the agreed times, agreed quantity, agreed price, and agreed delivery location.