



**Independent Communications Authority of
South Africa**

350 Witch-Hazel Avenue, Eco
Point Office ParkEco Park,
Centurion.
Private Bag X10, Highveld Park 0169

Requisition for Diagnostic, Maintenance, Repairs and Support for DSTVs at ICASA Head Office for a period of thirty six (36) months, as and when the service is required.

1. INTRODUCTION

The purpose of this RFQ is to invite qualified, experienced, and reputable service providers for a diagnostic, maintenance and repairs of DSTV cabling, satellite dishes, LNBs, decoders, any other related parts and Television sets for a period of thirty-six (36) months as and when the service is required as per the specifications below:

- 1.1 The diagnostic, repairs, maintenance, and support of DSTV decoders and television sets;
- 1.2 Check the general state of equipment by performing a system-wide check;
- 1.3 Check all equipment and conditions of cables and related accessories, and correct, and repair where necessary; and
- 1.4 Assist with troubleshooting equipment issues related to the DSTV decoders and television sets at ICASA Head Office.

The services must be rendered at ICASA's Head Office, situated at 350 Witch Hazel Avenue, Eco Point Office Park, Eco Park, Centurion.

The requested services include but not limited to:

2. SCOPE OF THE WORK

Maintenance of satellite dish and repair of DSTV and supply of spare parts as per below requirements:

- 2.1 Conduct the diagnostic, repairs, maintenance and support of DSTV decoders and television sets;

- 2.2 Check the general state of the current existing equipment by performing a system-wide check;
- 2.3 Perform decoder testing;
- 2.4 DSTV dish relocation, if needed to be;
- 2.5 Signal realignment and Satellite dish alignment;
- 2.6 Detect faulty Low-Noise Block downconverter (LNB) for replacements (Single LNB, Twin LNB and Smart LNB replacements)
- 2.7 Maintain the provision of fast DSTV, no signal troubleshooting, and deducing picture problems;
- 2.8 DSTV repair services; and
- 2.9 DSTV cable replacements, and replacement of non-functional satellite dishes.

3. MAINTENANCE AND REPAIR OF TVs AS PER THE BELOW REQUIREMENTS:

- 3.1 Plasma TVs repairs;
- 3.2 Dish alignment; and
- 3.3 TV diagnosis, picture problems, sound issues, connectivity problems, power issues, remote control issues, the LED TV screen goes blank, no sound output on the TV, line or cracks on the screen.

4. RESPONSIBILITY OF THE BIDDER

- 4.1 The service provider will be responsible for determining the cause of fault based on the symptom and to effect necessary repairs to maintain original efficiency to acceptable standards;
- 4.2 The service provider should have the necessary tools and testing equipment to make sure that the work is done professionally and accordingly based on MultiChoice standards;
- 4.3 A detailed test report must be provided to ICASA for any repair work that has been completed;
- 4.4 The service provider will be required to maintain and keep a proper record of all the repair work that has been completed;

4.5 The service provider is required to complete any repairs within 24 hours after ICASA has logged a formal call.

4.6 All DSTV decoder spares are to be quoted on an as-and-when-required basis and to be covered in the contract;

4.7 All power supply units for the defined infrastructure needs to be included unless user-related damage is proven; and

4.8 The service provider's maintenance plan offer shall include, proactive health checks to be conducted quarterly.

4.9 The service provider should have quarterly maintenance services for the listed TVs and DSTVs at ICASA

ICASA Currently has 40 TV sets and decoder equipment that require maintenance.

Below is the breakdown of the items that need to be maintained:

BLOCK C

Area	No. of TV sets and decoder
Reception	2
H.R foyer and Executive Office	2
Finance and SCM and CFO office	2
Council	10
Legal Executive Office	1
Engineering and Executive Office	3
CEO and Foyer	2
Internal Audit and Executive Office	2
Auditorium foyer and canteen area	2

BLOCK B

Area	No. of TV sets and decoders
Reception	2
IT and CIO Office	2

Consumer Affairs Senior Manager	1
Gauteng Region Executive & Senior Manager	2
Licensing Foyer and Executive	3
PRA and Executive Office	2
Facilities and Executive Office	2

5. MANDATORY REQUIREMENTS

5.1 The service provider must be an authorised service agent and accredited with MultiChoice.

5.2 Proof of accreditation should be submitted with the quotation.

5.3 Service providers must have three or more years of experience in the mentioned industry. Provide your company profile and registration documents.

6. DISCLAIMER

6.1 ICASA reserves the right not to appoint a service provider and is also not obliged to provide reasons for the rejection of any proposal.

ICASA reserves the right to:

6.1.1 Award the contract or any part thereof to one or more service providers;

6.1.2 Reject all submitted proposals;

6.1.3 Request further information from any service provider after the closing date, for clarification purposes; and

6.1.4 ICASA reserves the right to reduce or increase the quantities of the maintained existing equipment as the organisation anticipates replacing the existing old equipment if a need arises.

PRICE SCHEDULE

Description of goods and services	Quantity	Cost over the period of 36 Months (excluding VAT)
Maintenace, and repairs of the existing DSTV decoders	40	
Maintenace and repairs of the TV sets	40	
Call out fees during working hours (Monday – Friday)	20	
Quartely Maintenance and Repairs Services	12	
Total (Exclusive of VAT)		
VAT @ 15%		
Total Cost for 36 Months (VAT Inclusive)		

CONTINGENCY FEE CLAIMS PROCESS

The fixed contingency fee/amount (R150 000.00) will be used for repairs/replacement of decoders and television set components only;

The service provider will provide a market related quotation for the part that needs to be replaced and obtain approval from ICASA prior to fitting or replacing the part or component.

Proof of replacemet or repair of this component/part will need to be provided on the maintenance report or component.

In case where no replacement or repairs of components was done the contingency fee will remain to the ICASA budget account and not be billed by the appointed service provider.

Under no circumstances will the service provider claim his/her call-out fees on the contingency budget, the call-out fees will be charged at R350,00 at a radius of 50km return trip.