

TERMS OF REFERENCE



THE PRESIDENCY REPUBLIC OF SOUTH AFRICA SUPPLY CHAIN MANAGEMENT

SCMF 21/04/09R(i): Appointment of the service provider to support and maintain the video conferencing system in the Presidency (boardrooms 108, 144, and 145) for a period of 3 years.

1. PURPOSE

The purpose of the terms of reference is to appoint the service provider to support and maintain the video conferencing system in the presidency (Boardrooms 108, 144 and 145) for period of 3 years.

2. BACKGROUND

The Presidency has a video conferencing system for virtual and in-person meetings in boardrooms 108, 144, and 145. The presidency has a contract for support and maintenance in place that will end in November 2026.

3. SCOPE OF WORK

The Service provider is expected to deliver the following services, but not limited to

3.1 The Presidency's official working hours are from 08:00 to 16:30. However, the service provider is required to provide technical support and maintenance services after hours and on weekends, as and when required.

3.2, If Necessary, a service provider will be required to have technicians on standby on-site during the VIP meetings to address any emergencies that may arise. The presidency will notify the service provider one day before the meeting

3.3 Troubleshoot and repair equipment as outlined in the Bill of Materials Annexure A.

3.4 Assess faulty equipment; if it is beyond repair, remove it and replace it with a new one. Note: A quotation will be required before replacement.

3.5 Ensure that auto-tracking cameras and microphones always remain fully operational.

3.6 Ensure that the touch panel is always functional

3.7 Manage changes and configurations.

3.8 Upgrade firmware and all necessary software.

3.9 The service provider is expected to provide high-quality work.

3.10 The service provider will be expected to keep key equipment in stock to ensure business continuity of the core functionality. The price should be included

3.11 Perform quarterly Health Check, e.g to check if the system is still using the latest firmware, Operating System and so on to ensure that the system is free from security vulnerabilities. Service provider will be expected to provide findings report and action plan to mitigate vulnerabilities.

3.1.1 Out-of-warranty equipment:

- a) Remove the faulty kit for evaluation by the OME/Repair centre
- b) Supply a replacement quote with a fault report for procurement
- c) Supply loan equipment as and when needed.

4. EXPERIENCE AND CAPABILITY REQUIREMENTS

4.1 The bidder must demonstrate experience in video conferencing technologies in supporting and maintaining video conferencing. The bidder must attach the Presidency returnable project form (Annexure B) signed ,dated with contact person and contact number.

4.2 The assigned technician must have experience in ICT Networking and video conferencing technologies. CV must be attached.

5. SPECIAL CONDITIONS OF PROJECT/CONTRACT

5.1 The successful bidder will be required to sign a standard contract with The Presidency that will outline the terms and conditions of the contract.

5.2 The bidder will commence with the services upon signing of the service level agreement by all parties involved.

5.3 In the event of changes in the technical team, the service provider must provide

the detailed CVs, for the new replacement team member. The new team member will be subjected to the security clearance process before confirmation of involvement in the project.

5.4 The Presidency undertakes to pay out in full within thirty days (30) after all valid claims for services rendered to its satisfaction upon presentation of substantiated claim/invoice, according to the payment schedule agreed upon in the contract.

5.5 The presidency may request clarification or additional information regarding any aspect of the proposal that was submitted. Companies must respond to requests by the presidency for additional information within Three working days after the request has been made. Failure to comply may invalidate the potential service provider.

6. DURATION OF CONTRACT

- The duration of the contract will be 3 years.

7. MONITORING AND EVALUATION OF THE CONTRACT

- All work is to be carried out in accordance with the time schedule as agreed with the Project Manager, within the agreed deliverables and terms and conditions of the signed contract.
- The performance of the successful bidder regarding the above shall be monitored throughout the contract, and repeated non-conformances may lead to re-evaluation of the contract.
- The appointed service provider will be monitored and evaluated utilising the results based on the management approach on five key elements to determine a return on investment and SLA.
- The Presidency shall monitor, evaluate, and report the terms and conditions of the Service Level Agreement with the successful bidder.

8. LEGISLATIONS APPLICABLE TO THE BID

8.1 Bids will be subject to the Supply Chain Management conditions as follows:

- The Preferential Procurement Policy Framework Act, Act No. 05 of 2000
- Preferential Procurement Regulations, 2022
- Public Finance Management Act

- The Presidency Supply Chain Management Policy
- The Presidency IT Policy

9. EVALUATION PROCESS

- A three (3) phase approach will be followed during the evaluation process. All proposals received will be evaluated by the **80/20-point** system as prescribed in the Preferential Procurement Regulation, 2022.

PHASE 1: Mandatory requirements

- a) Quality: The company must be ISO 9001:2015 certified – Provide a valid quality certificate
- b) Information Security: The company must be ISO 27001:2022 certified – Provide a valid security certificate
- c) Crestron OEM accreditation: The company must be accredited by the OEM of the equipment in the venues. Submit an OEM Accreditation letter not older than 12 months.

9.1 PHASE 2: DISQUALIFICATION ADMINISTRATION REQUIREMENTS

9.1.1 Only bidders who submitted quotes according to the below will be considered for phase 2.

- The validity period of the Quotation is 90 days from the closing date.
 - The Presidency may extend the validity period should the process not be completed within 90 days, and bidders will be consulted to extend the validity. Please note that non-response from the bidder will be regarded as consent to the extension of the validity period, and The Presidency will proceed with evaluating the proposal submitted by the closing date.
- Quotes must be submitted as per the prescribed closing dates.
- Supplier must be registered on CSD (Central Supplier Database)
- Bid/quotations submitted after closing date will not be considered.

9.2 PHASE 3: FUNCTIONAL/TECHNICAL EVALUATION

9.2.1 Only proposals that meet the administrative Phase 1 criteria will qualify for this phase.

- Company Experience, Technician Experience and Technicians qualifications

CRITERIA	SUB-CRITERIA	POINTS	WEIGHT
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Company Experience	The company should demonstrate relevant experience in providing support for video conferencing systems. The company must attach the original Presidency returnable project form (Annexure B) signed, dated with a contact person and contact number.	0–1-year experience = 0 Points 2 years' experience = 30 points 3 or more years of experience = 40 points	40
Technician Experience	The Technicians must demonstrate experience and skill in supporting and maintaining Video Conferencing. (CVs must be attached)	0 - 1 year experience = 0 points 2 years' experience = 15 points 3 -4 years' experience = 25 points 5- more experience = 40 points	40
Technician qualification	Technician must have Creston qualification.,(Certificate must be attached)	No Certificate in creston programming = 0 points Certificate in creston = 20 points	20
TOTAL			100

Only bidders who meet the minimum threshold of 65 points or more out of 100 points will qualify for Phase 4

9.3 PHASE 4 – PRICE AND SPECIFIC GOALS

9.3.1 The bid will be awarded to the bidder who scored the highest points in terms of Price and specific goals

DESCRIPTION	POINTS
PRICE	80
SPECIFIC GOALS	20
TOTAL PONTNS FOR PRICE AND SPECIFIC GOALS	100

Table 1: Specific goals for the tender and points claimed are indicated per the table below.

(Note to organs of state: Where either the 90/10 or 80/20 preference point system is applicable, corresponding points must also be indicated as such.

The specific goals allocated points in terms of this tender	Number of points allocated (90/10 system) (To be completed by the organ of state)	Number of points allocated (80/20 system) (To be completed by the organ of state)	Means of verification
Women ownership		10	CSD report
Youth ownership		7	CSD report
People with Disabilities		3	CSD report

NB: Formula for calculating number of points: Ownership percentage X number of points allocated /100

10. COMPULSORY BRIEFING SESSION

10.1 The briefing session will be conducted via Microsoft Teams.

Date: 08 June 2026

Time: 10h00am to 11h00am

Venue: Microsoft Teams meeting

Join: <https://teams.microsoft.com/meet/319310155820272?p=aTOfZFiiTyqt1M6qpf>

Meeting ID: 319 310 155 820 272

Passcode: 8wK2wa6z

Bid Enquiries:

1. quotesenquiries@presidency.gov.za

Technical Enquiries:

Tshego@presidency.gov.za

All the enquires must submitted on or before 10 June 2026 @10h00am

Annexure A Bill of Material



**THE PRESIDENCY
REPUBLIC OF SOUTH AFRICA**

Three boardrooms at the Union Buildings in Pretoria.

Most of the equipment is over two years old and is either already out of OEM warranty or will soon be out of warranty.

Presidency Asset Register		
Room 108		
No	Description	Quantity
1	75 4K UHD displays LCD monitors	2
2	Moveable Stand (With wheels) with brackets to mount screens	2
3	Table Cubby	1
4	System switching or interconnecting device	1
5	Control Unit with Touch screen panel	1
6	Video Conferencing with a codec	1
7	Auditorium Speakers (50W)	2
8	Auto tracking camera (minimum of 12 Zoom capability)	1
9	Push-talk long Microphones with noise cancellation	20
10	13u rack with PDU 4x Silent fan and shelves	1
11	UPS with surge protection	1

Room 144		
No	Description	Quantity

1	86 4K UHD displays LCD monitors	2
2	Moveable Stand (With wheels) with brackets to mount screens	2
3	Table Cubby	1
4	System switching or interconnecting device	1
5	Control Unit with Touch screen panel	1
6	Video Conferencing with a codec	1
7	Auditorium Speakers (50W)	2
8	Auto tracking camera (minimum of 12 Zoom capability)	1
		27
9	Push-talk long Microphones with noise cancellation	
10	13u rack with PDU 4x Silent fan and shelves	1

Room 145	
Description	Quantity
86 4K UHD displays LCD monitors	4
Moveable Stand (With wheels) with brackets to mount screens	4
Table Cubby	2
System switching or interconnecting device	1
Control Unit with Touch screen panel	2
Video Conferencing with a codec	1
Auditorium Speakers (50W)	4
Auto tracking camera (minimum of 12 Zoom capability)	4
	65
Push-talk long Microphones with noise cancellation	
25u rack with PDU 4x Silent fan and shelves	1



THE PRESIDENCY
REPUBLIC OF SOUTH AFRICA

RETURNABLE PROJECT REFERENCE FORM

Project Description:	The appointment of the Video Conferencing system service provider to support and Maintain boardrooms 108,144 and 145 in the Presidency for 3 years.
Ref No:	SCMF 21/04/09R(i)

Note: This returnable document must be completed by the referee to whom services of similar nature, scope, complexity and value was completed successfully by the bidder.

I (Name, Surname & Designation Preferably contract Manager)

From

.....
.....(Company Name)

Declare that the company was the recipient (client) of the following professional services (project) successfully executed by

.....
.....(Name of bidder)

Project Description:

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Project Location:

.....
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Commencement Date (DD/MM/YYYY) :.....Completion Date(DD/MM/YYYY):.....

Contract Value:

.....
.....

.....
Signature (Company Head or Delegated officer)

.....
Name of Signatory

Company dated stamp

Contact Numbers:.....



**THE PRESIDENCY
REPUBLIC OF SOUTH AFRICA**

“ANNEXURE C”

Pricing schedule

SCMF 21/04/09R(i): The appointment of the Video Conferencing system service provider to support and maintain boardrooms 108, 144, and 145 in the Presidency for 3 years.

- On-site professional services for maintenance and Support of the video conferencing system in boardrooms 108,144 and 145 ,with a 3 year service level agreement billed annually in advance.
- Payment for standby support during VIP meetings will be made monthly. The service provider must submit a timesheet detailing the hours worked.50 Hours are allocated for support per year; any unused hours will be carried over the following years

Services description	QTY	Price per hour	Price year 1 (Excl. VAT)	Price year 2 (Excl. VAT))	Price year 3 (Excl. VAT)
Maintenance and Support	1 hour	N/A (Yearly Price)	R	R	R

Standby support for VIP Meetings	150 hours for 3years (50 hours per year)				
TOTAL QUOTATION PRICE (EXCL VAT)		R	R	R	R
VAT (@15%)		R	R	R	R
TOTAL QUOTATION PRICE (INCL VAT)		R	R	R	R

All prices must be VAT inclusive

SIGNATURE OF BIDDER :

CAPACITY UNDER WHICH THIS BID IS SIGNED:
 (Proof of authority must be submitted e.g. company resolution)

DATE :