



INFORMATION AND COMMUNICATION TECHNOLOGY

TERMS OF REFERENCE (TOR)

RFQ004-2025

**APPOINTMENT OF A SERVICE PROVIDER TO INSTALL, CONFIGURE, SUPPORT AND MAINTAIN
AUDIOVISUAL/VIDEO CONFERENCING EQUIPMENT FOR THE NATIONAL TREASURY (NT)
INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) FOR A PERIOD OF THREE (3) YEARS
THROUGH SITA RFB2009**

CLOSING DATE: 25 NOVEMBER 2025 AT 11:00 AM

VALIDITY PERIOD: 90 DAYS

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1. INTRODUCTION

This Terms of Reference (TOR) provides the specifications for appointing a service provider to install, configure, support and maintenance Audiovisual (AV)/Video Conferencing (VC) for the National Treasury (NT) Information and Communication Technology (ICT) for a period of three (3) years.

The appointed service provider will manage the installation, configuration, support and maintenance Audiovisual (AV)/Video Conferencing (VC).

NT has recently acquired two new buildings (Block A and Block C) at Riverwalk Office Park.

2. PURPOSE

The purpose of this document is to invite suitably qualified bidders listed on the SITA RFB2009 contract willing to bid for the installation, configuration, support and maintenance Audiovisual (AV)/Video Conferencing (VC).

3. SCOPE OF WORK

3.1 Project Deliverables

Expected deliverables include, but not limited to:

- Installation of AV/VC equipment for each meeting room (30+), as well as training rooms and an Auditorium
 - **Displays:** Signage monitors of different sizes depending on the room. The auditorium will need to large LED screens.
 - **Sound Bars:** Each room will need a sound bar for audio. The size will be determined by the room.
 - **Cameras:** Built-in cameras will be required for each room. The camera is built into the sound bar, and the number depends on the size of the room.
 - **Microphones:** Built-in microphones for small rooms and desk-based microphones for large rooms.
 - **Power Sources:** Multi-function power supply on each desk to allow charging of various user devices.
- Cisco Webex and MS Teams licences for all rooms.
- Training of NT ICT staff.
- Transition or handover plan.
- A Service Level Agreement (SLA) defining scope, response times, escalation procedures, and coverage hours.

3.2 Solution Requirements

3.2.1 Business Requirements

The Service Provider will have to perform the following activities to deliver the required support and implementation:

- Installation of AV/VC equipment for each meeting room (30+), as well as training rooms and an Auditorium.
- To provide specialised support on all installed equipment.
- Formally document and operationalise solutions and train support staff and users; and
- Support to be given 24/7 365 days.

Table 1: NT Technical Requirements

Seating Sizing		
	Medium(8 -10 seater)	13
	Large (11-30 seater)	16
	High Capacity (70+)	3

Medium Room		
Display	"75 inch Signage Monitor(no license required)	
Sound	Sound Bar - medium size	
Video	Dual Cam-Built into Sound Bar	
Voice	Desk Microphones	
Control	Portable Room controller	
Room Management	Door status Display	

Large Room		
Display	"85 inch Signage Monitor(no license required)	
Sound	Sound Bar - large size	
Video	Quad Cam-Built into Sound Bar	
Voice	Desk Microphones	
Control	Portable Room controller	
Room Man.	Door status Display	

Training Rooms		
Display	"85 inch Signage Monitor(no license required)	
Sound	High Quality Sound System	
Video	Voice Activated PTZ cameras	
Voice	Microphone system (4 x Lapel & 4 x Hand-held), including supporting peripherals	
Control	Portable Room controller	
Room Man.	Room Booking System	

Multi-Purpose Room		
Display	LED screen size of approximately 6 feet x 4.5 feet (6' x 4.5') or a similar large format, such as a large monitor of 20-50 inches ,	
Sound	High Quality Sound System	
Video	Voice Activated PTZ cameras	
Voice	Microphone system (4 x Lapel & 4 x Hand-held), including supporting peripherals	
Control	Portable Room controller	
Room Management	Room Booking System	

Conference Centre		
Display	LED screen size of approximately 8 feet x 4.5 feet (8' x 4.5') or a similar large format, such as a large monitors of 50-70 inches distributed across the venue	
Sound	High Quality Sound System	
Video	Voice Activated PTZ cameras	
Voice	Microphone system (4 x Lapel & 4 x Hand-held), including supporting peripherals	
Control	Portable Room controller	
Room Management	Room Booking System	

3.2.2 Implementation Requirements

The case of implementing new services, functionality and/or version upgrades the appointed service provider will need to conduct Business Analysis workshops with the different Business Units within the NT, to discuss and document the requirements of said Business Units. The appointed service provider will then produce the required documentation containing the design of the AV/VC implementation. Once the documents are approved by all parties, the team from the appointed service provider must perform the necessary system configurations to meet the requirements as detailed in the Solution Architecture Document/Functional Requirement Specification.

3.3 Project Resource Requirements

- The service providers are required to submit proposals that demonstrate their technical capability to carry out the task at hand.
- This includes presenting a project implementation methodology, as well as maintenance and support services that ensure 100% uptime and availability of the solution and its associated components.
- It is imperative that the service provider furnish a dedicated project manager who will oversee the activities of the deployment.

3.4 Bidder Requirements and Specification

- The Bidder represents that,
 - it has the necessary expertise, skill, qualifications, and ability to undertake the work required in terms of the scope of work or system requirements.
 - it is committed to providing the Products or Services; and
 - perform all obligations detailed herein without any interruption to the Customer.
- The Bidder must deliver the service professionally, following best practices and high standards typical of well-managed businesses providing similar services.
- The Bidder must perform the Services in the most cost-effective manner consistent with the level of quality and performance as defined in the scope of work or System requirements.
- Sufficient capacity to provide support and maintenance of software solution (Support structure/organogram)

3.5 Compulsory Site Inspection

A compulsory site inspection will be conducted physically at Riverwalk Office Park, Ashlea Gardens. To express your interest in joining the session, please send an email to NTAdministrativeTenders@treasury.gov.za. The meeting details are as follows:

Date: 10 November 2025

Time: 1100:-12:00

Meeting Type: Physical

Address: Riverwalk Office Park - Ashlea Gardens, Pretoria, Blocks A and C.

3.6 Non-compulsory Briefing Session

An online briefing session will also be held, however, attendance at the briefing session is not mandatory. [dates and link for the session]

Date: 11 November 2025

Time: 11:00- 12:00

Meeting Type: Online (MS Teams)

Link:

3.7 Security Requirements

All resources will be required to sign an Oath of Secrecy and submit security vetting information as per the NT security policy.

4. SUMMARY OF EVALUATION CRITERIA

4.1 Bid Evaluation Stages

The bid evaluation process consists of three stages; a bidder must qualify for each stage to be eligible to proceed to the next stage of the evaluation. The stages are as follows:

Table 2: Bid Evaluation Stages

Stage	Description
Stage 1	Administrative/Mandatory Requirements Evaluation
Stage 2	Functionality/Technical Evaluation
Stage 3	Preference Points System (Price and Specific Goals) Evaluation

4.2 Stage 1: Mandatory Requirements Evaluation

An administrative evaluation will be carried out on all the bids received.

- a) Bidders must submit a detailed price proposal (SBD 3.3) indicating the cost of each of the deliverable including the supply, installation, configuration, support and maintenance rates. and co-ordination thereof. The bidder should provide quotations for all products to be supplied.
- b) Documentary evidence (signed appointment letter, SLA, etc) that the supplier is listed on SITA Contract RFB 2009. In cases where the bidder is part of a partnership, consortium, or joint venture, each participating partner must also provide independent proof of registration on the same SITA Contract RFB 2009.

4.2.1 Additional Requirements (Not for elimination)

- a) The format of the CVs must be strictly in accordance with the prescribed format (**ANNEXURE A1**),
- b) A brief narrative profile of the potential bidder must be submitted in the prescribed format in (**Annexure A2**) as part of the bid documentation and attached supporting documentation.
- c) CVs submitted for the resources **must indicate the position that they will be evaluated for**, e.g. Project Manager or Engineer/Technical resources.
- d) Proof of valid registration with Compensation for Occupational Injuries and Disaster (COIDA).
- e) Valid work permit and existing security clearance for foreign nationals are compulsory.
- f) Proof of Central Supplier Database (CSD) report.
- g) Bidders are required to submit proof of educational qualification(s) for all resources required.
- h) Bidders are required to submit proof of educational qualification(s) for all resources required.
- i) All foreign qualifications must be accompanied by South African Qualifications Authority (SAQA) certificate of evaluation.

NOTE:

- ***The National Treasury may contact bidders in case additional information is required.***
- ***A site inspection of the bidder's premises may be contacted to verify authenticity of the company.***

4.3 Stage 2: Functionality Evaluation

Table 3: Functionality Evaluation Criteria

Evaluation Criteria	Weight	Scoring Criteria
1. Proven Track Record The bidder must have previously successfully supplied, installed, configured and maintained and supported similar projects in the recent 10 years. The reference letters should contain the following: Description of the project, Client name, Client contact (i.e., email or office number), Project start date, project end date, Furthermore, attach a completion certificate signed by the client or a letter from the client confirming the successful completion of the project. Completion certificate, Purchase orders, SLAs or reference letters should be on referral client letterhead and signed.	20	5- Excellent 5 or more reference letters submitted reflecting 4 items listed. 4- Very Good 4 reference letters submitted reflecting 3 items listed. 3 -Good 3 reference letters submitted reflecting 2 items listed. 2- Average 2 reference letters submitted reflecting 1 item listed. 1-Poor 0-1 reference letters submitted reflecting 1 item listed.
2. Resource Experience		
2. 1 Project Manager Qualification A minimum of a National Diploma/NQF6 in ICT and related fields (IT, Computer Science, and Engineering discipline). Plus, equivalent Certified Project Management Certifications	15	5 = Honours degree or Post Graduate Diploma (NQF 8) or higher plus Project Management certification 4= Bachelor's Degree/ Advanced Diploma (NQF 7) plus Project Management certification 3 = National Diploma/NQF6 plus Project Management certification. 2=Matric plus Project Management certification.

		1= Matric without project management certification.
2.2 Project Manager Experience A minimum of 5 years of experience, with at least five years of managing complex projects in a technical environment. experience in Microsoft Project (MSP). Experience with full product lifecycle with understanding of development lifecycle and various technology methodologies that support that lifecycle. Extensive Project Management Skills (Minimum 5 years) Project/Program Planning skills; Financial Management Skills; Scope Management skills; Time management skills, Quality Management skills; Risk and Issue management skills; Project Budgeting skills; Integration Management skills; Human Resource Management skills; Communication skills; Report writing skills.	15	5 = 7 years or more 4 = 6 Years 3 = 5 Years 2 = 3 to 4 Years 1 = 1 to 2 Years
2.3 Audiovisual (AV)/Video Conferencing (VC) Technician(s) Qualifications A minimum of a National Diploma/ NQF6 in Information Technology/Computer Science or any related field with Audiovisual (AV)/Video Conferencing (VC).	15	5 = Honours degree or Post Graduate Diploma (NQF 8) or higher plus Audiovisual (AV)/Video Conferencing (VC) certification. 4 = bachelor's degree/ Advanced Diploma (NQF 7) plus AV/VC certification. 3 = National Diploma/NQF6 plus AV/VC certification. 2 = Matric plus AV/VC certification. 1 = Matric without AV/VC.

<p>2.4 Audiovisual (AV)/Video Conferencing (VC) Technician(s) Experience</p> <p>A minimum of 5 years of experience in Audiovisual (AV)/Video Conferencing (VC) services.</p>	<p>15</p>	<p>5 = 7 years or more</p> <p>4 = 6 Years</p> <p>3 = 5 Years</p> <p>2 = 3 to 4 Years</p> <p>1 = 1 to 2 Years</p>
<p>3. Proven Technical Competencies (aligned to the services to be rendered)</p> <ul style="list-style-type: none"> • Submission of a detailed Project Approach and Methodology document: <ul style="list-style-type: none"> ○ Detailed Project plan with: <ul style="list-style-type: none"> ▪ Milestones ▪ Implementation Plan ▪ Deliverables; and ▪ Costing Schedule Etc. ○ Clear understanding of the context of the requirement ○ Clear strategy to the execution of the requirement • The methodology proposed needs to be innovative, including but not limited to the following— <ul style="list-style-type: none"> ○ Extensive and highly interactive stakeholder interactions ○ Showcase the value of the approach, ○ Align the proposal with the goals of the stakeholders ○ Share examples of where similar methodologies have 	<p>20</p>	<p>5 = Excellent (all the following has been submitted: proof of proposed approach, methodology; proposed solution aligned to the services to be rendered) and additional information over and above what is requested.</p> <p>4 = Very Good (all the following has been submitted: proof of proposed—approach, methodology; and proposed solution aligned to the services to be rendered)</p> <p>3 = Good (two of the following has been submitted: proof of proposed—approach, methodology; or proposed solution aligned to the services to be rendered)</p> <p>2 = Average (one of the following has been submitted: proof of proposed—approach, methodology; or proposed solution aligned to the services to be rendered)</p> <p>1 = Poor (No proof of proposed—approach and methodology; proposed solution)</p>

<p>been implemented and succeeded</p> <ul style="list-style-type: none"> Proposed solution 		
Total	100	
Minimum Threshold	60	
<p>Bidders who did not meet a minimum threshold of 60% on Technical Evaluation Criteria will be disqualified for further evaluation on price and specific goals.</p>		

NOTE:

- The bidders are expected to provide minimum of only one CV for the most experienced resource **per role** for evaluation.*

4.4 Stage 3: Preference Point System

In terms of Preferential Procurement Regulations, 2022, Regulation 4(1) the applicable Preference Point System for this tender is 80/20, Price (80), and Specific Goals (20). In terms of Regulation 4(2-4) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in

the tender. The bidder must provide the relevant proof/ required documents for each preference point system indicated.

4.4.1 Pricing Evaluation

- The Service Provider must cost for the work to be done regarding license fees, system maintenance and support. For financial evaluation purposes, the service provider must provide a detailed pricing schedule.
- The Financial Proposal must contain a pricing schedule (SBD 3.3), which includes: cost breakdown for the work to be done regarding license fees, system maintenance and support, and the disbursement cost if applicable.
- The National Treasury reserves the right to negotiate rates submitted by bidders.

4.4.2 Specific Goals

For the purposes of this tender, the tenderer will be allocated points based on the goals stated and should be supported by proof/ documentation stated in Table 5 below.

Specific goals for the tender and points to be claimed are indicated in the table below:

The bidders who complied with the mandatory requirements and meet the minimum threshold of this bid were evaluated according to the Preference Point Scoring System as determined in the Preferential Procurement Regulations, 2022, pertaining to the Preferential Procurement Policy Framework Act, Act No 5 of 2000.

The following preference point system is applied to all the bids:

Table 4: Specific Goals

	<u>Specific goals</u>	<u>Score</u>	<u>Required proof/ documents to be submitted for evaluation purposes</u>
1.	<p>The company owned by people who are Youth.</p> <ul style="list-style-type: none"> • 100% company owned by youth = 5 points • 75% - 99% company owned by youth = 3 points 	5 points	<p>Proof of claim as declared on SBD</p> <p>6.1 (one or more of the following will be used verifying the tenderer's status:</p>

	<ul style="list-style-type: none"> • 60% - 74% company owned by youth = 2 points. • 51%- 59% company owned by youth = 1 points • 0 - 50% company owned by youth = 0 points 		<ul style="list-style-type: none"> • Company Registration Certification/document (CIPC) • Company Shareholders certificate • Certified identification documentation of company director/s • B-BBEE Certificate of the tendering company. • Consolidated B-BBEE certificated if the tendering company is a Consortium, Joint Venture, or Trust (Issued by verification agency accredited by the South African Accreditation System). • Agreement for a Consortium, Joint Venture, or Trust.
<u>2.</u>	<p>The company is owned by Black people.</p> <ul style="list-style-type: none"> • 100% company owned by black people = 5 points • 75% - 99% company owned by black people = 3 points • 60% - 74% company owned by black people = 2 points • 51%- 59% company owned by black people = 1 points • 0 - 50% company owned by black people = 0 points 	5points	
<u>3.</u>	<p>The company owned by Women.</p> <ul style="list-style-type: none"> • 100% company owned by people who are women = 5 points • 75% - 99% company owned by people who are women = 3 points • 60% - 74% company owned by people who are women = 2 points • 51%- 59% company owned by people who are women = 1 point • 0 - 50% company owned by people who are women = 0 points_ 	5 points	

4.	<p>The company owned by people who are disabled.</p> <ul style="list-style-type: none"> • 100% company owned by disabled people = 5 points • 75% - 99% company owned by disabled people = 3 points • 60% - 74% company owned by disabled people = 2 points • 51%- 59% company owned by disabled people = 1 point • 0 - 50% company owned by disabled people = 0 points 	5 points	
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***Note:**

Points will be allocated based on % ownership of the Company (Please attach proof/ required documents).

Failure to submit the required proof will lead to a zero (0) status level for non-compliant service providers. The points scored by a bidder in respect of the points indicated above will be added to the points scored for price. Only a bidder who has completed and signed the declaration part of the preference claim form will be considered. National Treasury may, before a bid is adjudicated or at any time, require a bidder to substantiate claims made regarding the required proof. A trust, consortium, or joint venture will qualify for points as a legal entity, provided that the entity submits the required proof.

4.4.3 Timeframe (Project Duration)

The successful bidder will be appointed for a period of three (3) years from the date of appointment.

4.4.4 Implemented Landscape

Support must be provided at various locations where NT is located which include but not limited to the following:

- Riverwalk Office Park – Ashlea Gardens

5. DUE DILIGENCE

The State reserves the right to:

1. Conduct due diligence during the evaluation process to determine the ability of the bidder to honour contractual obligations that might emanate from this tendering process. The due diligence is not only limited to the bidder but to all parties the bidder might have confirmed to do business with for the fulfilment of the contract that might be awarded.
2. Conduct due diligence prior to final award or at any time during the contract period and this may include pre-announced/ non-announced site visits. During the due diligence process the information submitted by the bidder will be verified and any misrepresentation thereof may disqualify the bid in whole or parts thereof.
3. Conduct any evaluation verifications prior to final award or at any time during the contract term period.

6. TERMS AND CONDITIONS OF THE BID

- The successful service provider(s) and its employees or consultants will have to undergo a mandatory security clearance process. NT reserves the right to cancel, terminate or, not award the contract to a company that either doesn't avail itself for security clearance or fails such. The successful supplier will also enter into a non-disclosure agreement with the National Treasury.
- The bidder must provide the skills required by the NT.
- Service provider(s) should ensure that the CVs they submit are for individuals who would be willing to carry out ICT assignments. CVs of an organisation's senior managerial staff, albeit highly qualified individuals, should not be submitted unless these individuals are prepared to give full commitment to actively carrying out ICT assignments.
- ICT reserves the right to contact references as per the prescribed reference template (**Annexure 2**) during the evaluation and adjudication process to obtain information.
- The CVs presented as part of the bid must be available for providing the service at National Treasury sites. If the resource is not available, NT reserves the right to accept or reject the replacement CVs presented. The service provider will be responsible for providing the desired replacement resources should the replacement CVs be rejected by NT.
- NT has the right to terminate the contract as and when the services are no longer required or as soon as the allocated funds are depleted.

- The service provider must conclude an agreement(s) which must consist of, but is not limited to the following:
 - A clear description of the required services and deliverables
 - Defined payment terms for the service.
 - Agreement that the successful service provider shall be a single point of contact for the service. In a case where the service provider outsourced services, the service provider will manage the National Treasury outsourced company directly.
 - Agreement that the successful service provider must provide qualified personnel who have undergone necessary training and certification to provide the required service. Should the skills not be available in-house, this must be specified.
- Successful bidder(s) must be able to commence work as soon as the agreement(s) has been signed.
- National Treasury reserves the right to screen and vet shortlisted service providers before the appointment.
- The National Treasury reserves the right to terminate the contract if there is clear evidence of deviations from the agreed specifications.
- National Treasury reserves the right to communicate with the service provider pertaining to information submitted on the closing date and time.

7. CONTACT DETAILS

Email : NTAdministrativeTenders@treasury.gov.za

8. ANNEXURE A1: CURRICULUM VITAE TEMPLATES

Notes:

- The CV format provided must be strictly adhered to.
- The CV shall not be longer than 4 x A4 s. A Minimum font size of 10 shall be used.
- The CVs must specifically and clearly address the service requirements for evaluation purposes.
- Only CV's may be submitted if the employee is employed or affiliated with the company submitting the CV.
- CV's must be signed by the proposed resource.
- Resource may only be submitted by one company.

NOMINATED INDIVIDUAL'S CV

Nominated Individual's First Names	
Nominated Individual's Surname	
Nominated Individual's Date of Birth (yyyy-mm-dd, e.g. 2010-03-04)	
Nominated Individual's Nationality	
Nominated Individual's ID Number or Passport Number	
Service Provider's Name	
Role of Nominated Individual	



Education/Qualifications			
Institution	From Date	To Date	Qualification Obtained (Include the discipline e.g. BSc Computer Engineering)

Language Skills (Enter the languages below and indicate your competency: level, excellent, average, or basic.)			
Language	Reading	Speaking	Writing
English			

Membership of Professional Bodies (Describe in full, do not use acronyms or abbreviations)

Professional Experience (work history in descending order of years')			
From Date	To Date	Company/Organisation	Position



Full Current Contact Details of Three References to be Provided				
Full Names	Position	Company/ Organization	Telephone No. (with country and	Cell Phone No. (With country code)

<p>Declaration by the Nominated Individual Described in this CV.</p> <p>I declare that the above information is accurate and can be supported by documents and references on request. I declare that my CV is not included in the proposal of any other service provider.</p>		
Name	Signature	Date

Approved by the Service Providers Submitting the Bid		
Service Provider's Name		
Service Provider's Representative's		
Name	Signature	Date



Notes:

When completed, print a copy, and sign every page. Note each page must be signed by the nominated individual whose details are given, and a representative of the service provider submitting the bid. Submit the signed copy as part of the bid.

9. ANNEXURE A2: DETAILS OF SERVICE PROVIDER

9.1 SERVICE PROVIDER

Item	Detail	Description
Service Provider's Name		Name of the organisation or individual submitting
Central Supplier Database (CSD) Number		Reference number for the CSD system
Service Provider's Postal Address		Box number
		Suburb
		Postal code
Service Provider's Street Address		Number and street name
		Suburb
		Town/city
		Postal code
Service Provider's Telephone Number		Code and number, e.g., 012 488
Service Provider's Facsimile Number		Code and number, e.g., 012 488
Service Provider's		Company registration number if Applicable
Service Provider's VAT Registration		If applicable
Service Provider's SARS Tax Number		



Service Provider's Tax Clearance Certificate Expiry Date		yyyy-mm-dd, e.g., 2010-03-04
Contact Person		Contact person for this bid
Contact Person's Cell Phone Number		Number, e.g., 088 345 6789
Contact Person's Email Address		
Name of Person Signing this Bid		Full name
Date of Signature of the Bid		yyyy-mm-dd, e.g., 2010-03-04
Capacity Under which this Bid is Signed		Director, member, individual, etc.
Signature		Sign here

Notes:

- If the postal address is the same as the street address, leave the postal address fields blank.
- When completed, print a copy and sign. Submit the signed copy as part of the bid.
- This form must be completed irrespective of whether the service provider is an individual or an organisation.

10. ANNEXURE A3: SERVICE PROVIDER PROFILE

10.1 SERVICE PROVIDER

Summary of Service Provider's Relevant Experience (maximum 10 one sentence bullet points)
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

Summary of Service Provider's Areas of Expertise (maximum 10 one sentence bullet points)
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>



Locations of Service Provider's Offices in SA (names of towns only)

Service Provider Name	
Representative's Name	

Representative's Signature	
Date of Signature	

Notes:

When completed, print a copy and sign. Submit the signed copy as part of the bid.



11. ANNEXURE A4: LIST OF SIMILAR PROJECTS AND CLIENTS CONTACT TEMPLATE

Project Description	Scope of Work	Breakdown of the resources and roles	Duration (Start date -end date)	Client Contact Details



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