Quality Council for Trades & Occupations
www.qcto.org.za
256 Glyn Street, Hatfield, Pretoria, 0083
Private Bag X278, Pretoria, 0001
+27 12 003 1800

TERMS OF REFERENCE

FOR

THE APPOINTMENT OF A SUITABLE AND EXPERIENCED SERVICE PROVIDER FOR THE SUPPLY, DELIVERY AND CONFIGURATION OF BACKUP STORAGE & BACKUP SERVER BLADE

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INVITATION TO BID

THE APPOINTMENT OF A SUITABLE AND EXPERIENCED SERVICE PROVIDER FOR THE SUPPLY, DELIVERY AND CONFIGURATION OF BACKUP STORAGE & BACKUP SERVER BLADE

TENDER NO: QCTO 10-2026

Closing Date	Address for Submission
Date: 11 December 2026 **Time: 11:00**	**Quality Council for Trade and Occupations** **Tender Box @ Reception** **256 Glyn Street** **Hatfield** **Pretoria** **0083**

Late Submissions will not be considered

Bidder's Name		
Address		
Contact person		
Contact numbers	(w)	(cell)
Email address		

SITE BRIEFING INFORMATION

Physical Compulsory Site Briefing
Date: 26 November 2026
Time: 12:00pm – 13:00pm
Venue: QCTO Offices 256 Glyn Street, Hatfield, Pretoria

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1. INTRODUCTION

The QCTO is a Schedule 3A Public Entity that was established in accordance with the Skills Development Act, No. 97 of 1998 (as amended), and the National Qualifications Framework Act, No. 67 of 2008 (as amended), and came into operation on 1 April 2010.

The main functions of the QCTO, among others, are to develop standards for occupational qualifications, including trades and skills programmes; accredit skills development providers and assessment centres; conduct assessments; ensure quality assurance; and issue certificates to qualifying learners.

Therefore, the QCTO is responsible for standards generation and maintenance, as well as the quality assurance of occupational full and part qualifications registered on the National Qualifications Framework (NQF) and the Occupational Qualifications Sub-Framework (OQSF) policy, including skills programmes.
The QCTO has approximately 120 staff members and is situated in Hatfield, Pretoria. More information can be obtained from https://www.qcto.org.za.

The Quality Council for Trades and Occupations (QCTO) is a Quality Council established in 2010 in terms of the Skills Development Act, No. 97 of 1998 (as amended) and the National Qualifications Framework Act, No. 67 of 2008 (as amended). Its role is to oversee the design, implementation, assessment and certification of occupational qualifications, including trades, on the Occupational Qualifications Sub-Framework (OQSF). The QCTO also offers guidance to skills development providers who must be accredited by the QCTO to offer occupational qualifications.
In summary, the QCTO is responsible for:
Establishment and management of the Occupational Qualification Sub-Framework (OQSF):

- Occupational Qualifications and skills programmes development and maintenance.
- Accreditation of Skills Development Providers.
- Accreditation of Assessment Centres.
- Assessment.
- Certification.
- Research and Knowledge Development; and
- Stakeholder Management and Advocacy.

Prospective service providers who are interested in rendering service for the supply, delivery and configuration of backup storage & backup server blade at the Quality Council for Trades and Occupations (QCTO), as specified herein and in accordance with the General Conditions of the offer, as well as the specifications, are requested to complete this bid document together with all the standard bidding documents in full.

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2. BACKGROUND

2.1. Brief background

Current Environment Overview

The QCTO server infrastructure currently comprises the following:

On Premises

- 4 Physical Hosts (HPE ProLiant DL380 Gen 10) with a total of 118 physical CPU cores, running on Microsoft Hyper-V.
- 17 Virtual Machines (VMs) with a combined total of 75 logical CPU cores, hosted on the Hyper-V environment.
- 2 NAS devices (50 TB and 24 TB) (Network Attached Storage).
- 1 HP SAN (24 TB) (Storage Area Network) system.

Cloud environment

- Microsoft Office 365 Exchange Online for email and collaboration services.
- 7 Microsoft Azure Virtual Machines, supporting selected workloads hosted in the cloud environment.

3. PURPOSE

The purpose of this bid is for the QCTO to appoint a suitable service provider for the supply, delivery and configuration of backup storage & backup server blade. The QCTO is running a highly efficient and stable ICT environment, making full use of industry standards, best practices and disciplines based upon stable and reliable technologies. The organisations currently has a Veeam backup server that requires replacement to ensure alignment to best backup practices. Additionally, the organisation requires backup storage to ensure full archiving of data and that a 3-2-1 backup strategy is achieved.

4. TENDER SUBMISSION AND COMPLIANCE

Prior to submission, the bidders must check that all pages are properly numbered, and all required documents are signed and initialed. QCTO will hold the duly authorised signatory liable on behalf of the bidder.

Bids received late shall not be considered. The tender (bid) box shall be closed at exactly **11:00 am** of the closing date and bids arriving late will not be considered under any circumstances. Bids received late shall be returned unopened to the bidder. Bidders are therefore strongly advised to ensure that bids are dispatched at such a time that will accommodate any unforeseen events that may delay the delivery of the bid.

NB: Please create an index page for ease of reference. Paginate your bid submission by using numbered file dividers or a similar system. Each page should be initialed with black ink.

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BID FORMAT

A detailed Bid in response to these Terms of Reference must be submitted. The Bid should contain all the information required to evaluate the bid against the requirements stipulated in these terms of reference. The following must be attached to the Bid as annexures:

- **Annexure B:** Summary of experience (Must use attached template).
- **Annexure B1:** Pricing information. Price Bids must include VAT and should be fully inclusive to deliver all outputs indicated in terms of reference (Must use attached Excel template)**.**
- The published terms of reference (this document, including Annexures to this document).

Bidders must adhere to the list below for submission:

Table 4 (a)

I/We have attached to this document:	**Tick if submitted**		**Office use**
• Four hard copies of the technical bid document including the duly completed terms of references document (Initialled by authorised signatories	Yes	No	
• **Annexure B**: Summary of experience (Must use attached template).	Yes	No	
• Submission of one pricing completed **SBD 3.3**, together with **Annexure B1** (Must use attached Excel template). (Separately sealed in an envelope labelled **PRICING**).	Yes	No	
• One (1) USB Submission of the technical bid document including the duly completed terms of references document (initialed by authorised signatories)	Yes	No	
• Duly Completed Standard Bidding Documents **(SBD 1 SBD 4, SBD 6,1)**	Yes	No	
• Proof of CSD Registration (National Treasury) MAAA number on the **SBD1** (invitation to bid) and attach CSD report. If there will be subcontracting, proof of CSD registration of the sub-contractor must be submitted	Yes	No	
• Tax Compliance Requirements	Yes	No	

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4.1. Pricing

4.1.1. The bidder must submit details regarding the Bid price for the services on the pricing schedule provided in SBD 3.3, and Annexure B 1. The completed form/s must be submitted together with the **Annexure B1** in 1 envelope.

4.1.2. Bidders are required to indicate their rates (costs) inclusive of all applicable taxes.

4.1.3. The attached spreadsheet **(B1)** must be used to cost the Bid.

4.1.4. The price Bid must include VAT (if applicable) and should be fully inclusive to deliver all outputs indicated in the terms of reference.

4.1.5. Bidders must ensure that the Total Bid Price (Including VAT) must be the same on pricing schedule (SBD1) and on the Annexure B1: Costing/Price Schedule. Failure to comply with this requirement will lead to disqualification.

4.1.6. Bidders must ensure that the Total Bid Price (Including VAT) must be the same on SBD 3.3 and on the Annexure B1: Costing/Price Schedule. Failure to comply with this requirement will lead to disqualification.

4.1.7. Bidders must ensure that they indicate the Bid Prices (Including VAT) for each year on the Annexure B1: Costing/Price Schedule

4.1.8. QCTO will not provide upfront payments.

NB: Failure to provide the pricing bid and errors on calculations will invalidate the bid and result in immediate disqualification of the bid

4.2. PARTNERSHIPS AND LEGAL ENTITIES

In the case of the bidder being in a partnership, close corporation or a company, a certificate reflecting the names, identity numbers and addresses of the partners, members or directors (as the case may be) must be submitted with the Bid.

4.3. CONSORTIUMS AND JOINT VENTURES

4.3.1. If the bidding unit emanates from a joint venture or collaborative partnership or consortium (including a newly formed company), the individual entities that make up the bidding unit should each provide all the mandatory requirements.

4.3.2. Should all the requirements in respect of the bidding unit or the individual entities not be met, the bidding unit will be disqualified.

4.3.3. It is recognised that bidders may wish to form consortia to provide the services.

4.3.4. In response to this invitation to bid, a consortium shall comply with the following requirements:

- A copy of the agreement entered by the consortium members shall be submitted with the Bid. It shall be signed to be legally binding on all consortium members.
- The Bid document shall be signed to be legally binding on all consortium members.
- One of the members shall be nominated by the others as authorized to the lead member and this authorisation shall be included in the agreement entered between the consortium members.
- The lead member shall be the only authorised party to make legal statements, communicate with QCTO and receive instructions for and on behalf of any or all the members of the consortium.

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5. SCOPE AND DEFINITION OF WORK

The QCTO requires the service provider to supply an enterprise grade backup sever blade and storage device for Veeam backup workloads. The solution must provide comprehensive data protection and data recovery for on-premises and the cloud environment. The detailed specifications and quantities for each item are provided in Annexure B, which is attached to this bid document.

5.1. TECHNICAL REQUIREMENTS:

5.1.1. **Installation and Configuration**

Deliver, install, and commission the backup solution at QCTO premises.
Configure the server and storage environments optimised
for Veeam backups (e.g., repositories, performance tiers, immutability if supported)

5.1.2. **Licences**

Procure Windows Server 2025 standard, Veeam backup, VMware ESXi and Veeam One license
Implement best practices for backup performance, security, and storage efficiency.

5.1.3. **Security and Data Protection**

Implement security best practices such as:
Backup immutability (where supported)
Role-based access control

5.1.4. **Device requirements**

2X HPE ProLiant Gen 12 server

The scope includes full hardware deployment, system configuration, solution integration, testing, and handover of a fully operational Veeam backup environment.

Category	Specification
Model	2U Rack Server, latest generation
Compute	2 × Intel® Xeon® 6 Scalable Processors
Memory	256 GB DDR5 ECC RAM (minimum)
Storage (Host Level)	4 × SSD (RAID 10), controller:Smart Array / Gen5 RAID
Storage (Host Level)	4 × SSD (RAID 10), controller:Smart Array / Gen5 RAID
Networking	Dual-port 10/25GbE SFP+ (minimum)
Virtualisation	VMware ESXi (latest supported version)
Virtual Machines	VM 1: 12 vCPU, 132 GB RAM
Management & Security	iLO 7 Silicon Root of Trust Secure firmware, zero-trust architecture
Power & Cooling	Dual redundant hot-plug PSU (800W–1000W)

1X 150 TB Backup Storage

Category	Specification
Core Configuration	1 × 2U All-Flash Storage System,dual Active-Active Controllers
Connectivity	2 × 4-port I/O modules 10GbE SFP+ host connectivity (minimum)
Data Efficiency	Inline Deduplication and Compression, minimum 5:1 data reduction
Performance	Backup: ≥ 70 TB/hour
Availability	Dual Active-Active Controllers,fully redundant architecture
Compatibility	Must support Veeam Backup & Replication

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6. COMPANY REQUIREMENTS

6.1. The following must be submitted:

6.1.1. Valid Letter of Good Standing - Valid COIDA
6.1.2. Proof of company/closed corporation registration and a copy of CM/CK certificates
6.1.3. CSD Registration (National Treasury)
6.1.4. Copies of the identity documents of those with equity/shares
6.1.5. Copy of Original Equipment Manufacturer (OEM) certificate) for the server and storage hardware to be supplied.
6.1.6. Proposed Methodology / Approach, the approach demonstrates alignment to the purpose and objectives of the project
6.1.7. Detailed project plan including a risk mitigation plan for critical outages. Detailed Project plan demonstrating understanding of scope of work, and good project and risk management

7. DELIVERABLES AND TIME FRAMES

The service provider must ensure that the services are provided from the start date of the contract. QCTO shall review the bidder's performance weekly and reserves the right to terminate the contract due to non-performance. The bid submitted must include a detailed project plan.

DELIVERABLES	TIMEFRAME
Inception Meeting Approved Project Plan Signing of the SLA	January 2027
Handover Final Report	At the end of the project

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8. EXPERIENCE / SKILLS / PAST PERFORMANCE / TEAM REQUIRED

Bidders will demonstrate adequate experience through the number, types, scope and geographical spread of projects/assignments undertaken. The attached spreadsheet Annexure B must be used to summarise qualifications, skills and experience. The past performance of bidders in executing similar projects will be evaluated using the references supplied by bidders as well as any other information available to the BEC panel.

8.1. Company Experience

The service provider (bidding company) must have a minimum of seven (7) years of experience in server and storage support. To support this, service providers are required to submit CVs of proposed team members (Current certification), contactable references for 3 or more recent projects (2019–2026). Reference letter/s (on the letterhead of the company signed and dated) as proof that they have successfully rendered the services, or that they have been providing similar services for at least the past seven (7) years. The reference letter/s should include contactable details for verification purposes. The attached template **(Annexure B)** must be used to summarise the experience.

8.2. Team Qualifications and Experience Required

Team members indicated in the proposal must be available for the duration of the project and must play a meaningful role in the project. Replacement of team members may only be done in consultation with QCTO and replacement of such must have the same qualifications / experience as those they are replacing.

The following table illustrates the minimum qualification and experience required for.

Table 8.2(a)

Roles*	Qualifications / Certification	Experience
Technical Project Manager	Microsoft MCSE: Cloud Platform (for Hyper-V) HPE ASE (Server Solutions)	7+ Years deploying/ supporting HPE ProLiant DL/ML (Gen8–Gen 12)
Storage Engineer	HPE ASE Certification	7+ Years with HPE MSA/P2000 SANs (RAID, SSD, FC/iSCSI)
Server & Virtualization Specialist	Server & Virtualization Specialist	Server & Virtualization Specialist

8.2.1. Confirmation of experience, qualification and availability

The following must be submitted for each of the proposed team members/ roles:

- Detailed CV indicating qualifications, experience as well as contactable references. (attached template must be used for CVs)
- Attach certified copies of all qualifications.

QCTO reserves the right to verify all qualifications through the South African Qualifications Authority and to verify experience indicated on CVs with third parties.

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9. EVALUATION

QCTO may request additional information, clarification, or verification regarding any information contained in a bid. Information will be requested in writing, and the bidder must provide the requested information within forty-eight (48) hours after the request has been made; otherwise, the bidder will be disqualified.

QCTO may conduct due diligence on any bidder, which may include interviewing customer references or other activities to verify a bidder's other information and capabilities (Including visiting the bidder's previous premises and/or sites to verify certain stated information or assumptions). In these instances, the bidders will be obliged to provide QCTO with all necessary access, assistance, and/or information that QCTO may reasonably request and to respond within the given time frame set by QCTO.

The 80/20 principle will be applied in terms of the Preferential Procurement Policy Framework Act.

9.1. STAGE 1: MANDATORY REQUIREMENTS

During this stage, the bid will be reviewed to determine compliance with all mandatory requirements, and such documents must be signed by a duly authorized representative. Failure to meet or submit any or all the above mandatory requirements will lead to the bidder being disqualified.

NO	I/We have attached to this document:	Tick if submitted		Office use
1	Valid Letter of good standing / COIDA certificate	Yes	No	
2	Proof of company/closed corporation registration and a copy of CM/CK certificates	Yes	No	
3	CSD Registration (National Treasury)	Yes	No	
4	Copies of the identity documents of those with equity/shares	Yes	No	

Note: Failure to meet all the above mandatory requirements will result in disqualification

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9.2. STAGE 2: FUNCTIONALITY

Only bidders that qualified during the Mandatory Evaluation will be evaluated on functionality. At this stage, the evaluation process will be based on the bidder's responses in respect of their Bids against Terms of Reference and quality.

Table 9.2(a): Qualifying Bid will be evaluated on the following:

No	Evaluation Criteria	Guideline	Scoring	Points
1	Company Experience	Demonstrate adequate experience through the number, types of similar projects/assignments undertaken. Bidders are expected to attach a 3 contactable reference letters or project completion certificates in the last 7 years from previous clients. Reference letters must contain the following: • Dated and signed and on an entity letterhead. • Clearly indicate the type of service provided. • Recommendation or comment on service rendered • Relevant contact person's name, Surname, position and contact number/s QCTO reserves the right to contact these organisations, without prior notice to the bidder	• 3 references or more references provided = **25 points** • 2 References provided = **20 points** • Less than 2 references provided **= 0 points**	**25**
2	**Qualification:** Technical Project Manager	Microsoft MCSE: Cloud Platform (for Hyper-V) HPE ASE (Server Solutions)	• Submitted all Certificates **= 5 points** • Insufficient or No certificates **= 0 point**	**05**
3	**Experience:** Technical Project Manager	7+ Years deploying/ supporting HPE ProLiant DL/ML (Gen8–Gen 12)	• 7 years of experience **= 5 points** • Less than 7 years' experience **= 0 points**	**05**
4	**Qualification:** Server & Virtualization Specialist	Microsoft MCSE: Cloud Platform (for Hyper-V) HPE ASE (Server Solutions)	• Certification **= 10 points** • Insufficient or No Certificates **= 0 points**	**10**
5	**Experience:** Server & Virtualization Specialist	7+ Years deploying/ supporting HPE ProLiant DL/ML (Gen8–Gen10)	7 years of experience **= 10 points** Less than 7 years' experience **= 0 points**	**10**

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No	Evaluation Criteria	Guideline	Scoring	Points
6	**Qualification:** Storage Engineer	HPE ASE Certification	Certification = **10 points** No Certificates **= 0 points**	**10**
7	**Experience:** Storage Engineer	7+ Years with HPE MSA/P2000 SANs (RAID, SSD, FC/iSCSI)	7 years of experience **= 10 points** Less than 7 years' experience = 0 points	**10**
8	Proposed approach and methodology	Understanding the brief and add value beyond the originally intended purpose and objectives of the project.	• The methodology addresses the brief and will add value beyond the originally intended purpose and objectives of the project. **= 20 Points** • The approach demonstrates alignment to the purpose and objectives of the project **= 10 Points.** • Proposed methodology is partially aligned to the purpose and key deliverables = **05 points** • Proposed methodology is not aligned to the purpose and key deliverables = **0 Points**	**20**
9	Detailed Project Plan	Detailed project plan including a risk mitigation plan for critical outages. Detailed Project plan demonstrating understanding of scope of work, good project and risk management	Detailed project plan demonstrating an understanding of the scope of work, good project and risk management = **05 points** Project plan does not fully demonstrate an understanding of the scope of work, good project and risk management = **03 points** No project plan submitted = **0 points**	**05**
	Total			**100**

Each criterion shall be assessed and scored on the evaluation sheet using the above points.

Threshold: Bidders who score less than **80** out of **100** points will not be considered for Price and Specific Goals and will be disqualified for this project

Initials: _____

9.3. STAGE 2: PRICE AND SPECIFIC GOALS

Only bids that achieved the minimum qualifying score/percentage for functionality will be considered further in terms of the 80/20 preference point system.
The formulae to be utilised in calculating points scored for the preference point system will be included in the tender document.

Step 1 will be the calculation of points for price where the lowest bid will score 80 points for price, while bids with higher prices will score lower points for price on a pro-rata basis. The following formula will be utilised to calculate the points for price in respect of Bid with a Rand value below R50 000 000 (all applicable taxes included):

$$Ps=80(1-Pt-PminPmin)$$

Where:
Ps = Points scored for comparative price of Bid or offer under consideration.
Pt = Comparative price of Bid or offer under consideration; and
Pmin = Comparative price of lowest acceptable Bid or offer.

Step 2 will be the calculation of points for the Specific goals contribution where **20** points will be awarded to a Bidder as per the table below:

Specific goals	Definitions	Number of Points
Women at least 50%. >**50% = 5 points** **<50% = 0 point**	5 points can be claimed by bidders who have directors who are women with at least 50% control/directorship	**5**
Youth at least 50%. **>50% = 5 points** **<50% = 0 point**	5 points can be claimed by bidders who have owners/directors who are young people from the age of 16 to 35 with at least 50% control/directorship	**5**
Black at least 50% >**50% = 10 points** **<50% = 0 point**	10 points can be claimed by bidders who have owners/directors who are Black with at least 50% control/directorship	**10**

Note: Failure to provide certification or affidavit substantiating the attainment of any of the Specific goals criteria will result in the Bidder being awarded zero (0) points for the Specific goal.

In the case that B-BBEE certificates are used to substantiate the points, the bidder must submit the full verification report, which shows the percentage of black ownership, Women, Youth and address for locality (see SBD 6.1 page 4 for verification documents).

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10. CALCULATING THE FINAL SCORE

The points scored for the price (step 1) will be added to the points scored for the Specific goals (step 2) to obtain the tenderer's total points scored out of 100.

AREAS OF EVALUATION	POINTS
Price	**80**
Specific Goals	**20**
Total	**100**

11. SPECIAL CONDITIONS APPLICABLE TO THIS BID

- QCTO will furnish the Service Provider with all relevant and available data and information which is necessary to perform the services under the agreement.
- QCTO will become the owner of all information, documents, programmes, advice and reports generated and compiled by the Service Provider in the execution of the services.
- The copyright of all documents and reports complied by the Service Provider will vest in QCTO and may not be reproduced or distributed or made available in any other way without the written consent of QCTO.
- All information, documents, programmes and reports must be regarded as confidential and may not be made available to any unauthorized person or institution without the written consent of QCTO.
- Appointment is subject to both parties agreeing with the Service Level Agreement; both parties must sign the agreement.
- The Service Provider is entitled to general knowledge acquired in the execution of this agreement and may use it, if it is not to the detriment of the QCTO.
- The successful bidder shall provide the service required based on the set timelines agreed with QCTO.
- Conditions stipulated in the general conditions of the contract will be applicable should any of the parties fail to deliver (read together with the Service Level Agreement signed by both parties).
- On termination of the agreement, for whatever reason (s), all documents, programmes, reports, must be handed to QCTO, The Service Provider relinquishes the right of retention thereof.
- The Service Provider will be liable for any loss/damage of assets during the contract period.
- The bidder’s officials must make themselves available for court proceedings and/or QCTO internal disciplinary and arbitration proceedings as required.
- Financial penalties will be issued as determined in the Service Level Agreement.
- The successful Service Provider should be able to work with other Service Providers.

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12. GENERAL CONDITIONS OF CONTRACT

The General Conditions of Contract (GCC) must be accepted. QCTO reserves the right to implement remedies as provided for in the GCC.
The GCC can be downloaded from the Treasury Website. Please refer to the link below:
http://www.treasury.gov.za/divisions/ocpo/sc/GeneralConditions/General%20Conditions%20of%20Contract.pdf

13. SERVICE LEVEL AGREEMENT

The successful bidders will be expected to enter into a Service Level Agreement (SLA) with the QCTO.
The contract shall be for a maximum duration of two months, subject to an annual appraisal and confirmation of compliance with the bid requirements.

The SLA will include, amongst others, the following:

i Period of agreement.
ii Pricing Conditions.
iii Changes to the proposed team.
iv Method of communication and reporting.
v Non-performance.
vi financial penalties and termination of the contract.
vii Procedures relating to payments.
viii Procedures relating to management reports.
ix Terms of deliverables
x Reviews.
xi Uncompleted work.
xii Confidentiality; and
xiii Disputes.

The QCTO has a standard template for Service Level Agreements into which both parties (QCTO and the successful bidder) will provide inputs. This SLA shall be the sole document governing the business relationship between the QCTO and the successful bidder. No additional agreements may supersede or govern the SLA.

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14. ACCEPTANCE OF BID

QCTO does not bind itself to accept either the lowest or any other tender and reserves the right to accept the tender that it deems to be in the best interest of the organization. QCTO reserves the right to accept the offer in full or in par

15. TENDER VALIDITY PERIOD

The validity period for this bid is **180 days**.

16. ENQUIRIES

Any technical enquiries regarding the terms of reference shall be directed in writing to:
Mr. Hangwelani Tshifaro
Email: Tshifaro.H@qcto.org.za

Contact persons for SCM and administrative related issues:
Mr. Lekhotla Motloung
Email: tenders@qcto.org.za

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