

**INVITATION TO BID FOR THE MANAGEMENT, PRODUCTION AND  
BROADCASTING SERVICES FOR DIRCO'S INTERNET-BASED RADIO STATION  
(UBUNTU RADIO) FOR A PERIOD OF EIGHTEEN (18) MONTHS AT O.R.TAMBO  
BUILDING, RIETONDALE, PRETORIA**



## **TERMS OF REFERENCE**

**June 2014**

**INVITATION TO BID FOR THE MANAGEMENT, PRODUCTION AND BROADCASTING SERVICES FOR DIRCO'S INTERNET-BASED RADIO STATION (UBUNTU RADIO) FOR A PERIOD OF EIGHTEEN(18) MONTHS AT O.R.TAMBO BUILDING, RIETONDALE, PRETORIA**

**1. PURPOSE**

The Department of International Relations and Cooperation (DIRCO) requires a service provider that will manage, produce and render broadcasting services for its internet-based radio station (Ubuntu Radio) for a period of 18 (eighteen) months at O.R.Tambo Building, Rietondale, Pretoria.

**2. BACKGROUND**

DIRCO has established an internet-based radio station (Ubuntu Radio) as part of its mandate to communicate South Africa's foreign policy positions and work, as well as to brand the image of SA.

Ubuntu Radio broadcast twenty-four hours for seven days per week and its format is predominantly talk show combined with African music and culture. DIRCO has limited internal capacity to manage, produce and operate the radio station.

DIRCO requires a service provider to manage, produce and operate the internet-based radio station for a period of 18 (eighteen) months. The successful bidder will be required to

- Manage the hosting of an internet-based radio station (Ubuntu Radio)
- Manage the hosting and maintenance of the internet-based radio station's website and mobile application
- Development and coordination of the 24/7 radio programming for an internet-based radio station
- Provision of technical radio production and broadcasting support for the radio station
- Provision of radio training programmes and skills transfer/on the job training

**3. TERMS OF REFERENCE**

**3.1 Hosting and management of internet radio streaming**

- Hosting live 24/7 internet-based radio streaming
- Provide a dedicated ADSL line and modem
- Provide IP audio encoder that includes strong audio processing capabilities allowing control over the quality of audio output
- Streaming server should provide 100 000 simultaneous log ins
- The Server should be compatible with all audio formats
- Provide support for streaming across any platform including windows/mac/linux and mobile/tablet including iOS, Android, BB o/s, Symbian and Windows Mobile
- Provide a secondary streaming channel for use, as and when required
- Provide daily monitoring of the stream and reports on the radio station's audience; and
- Provide 24/7 Support and Customer Care

**3.2 Hosting, management and maintenance of the internet-based radio station's website and its mobile application 24/7**

- **Technical specification of the website:**
  - Domains allowed – unlimited
  - Control Panel - cPanel
- **Server features should include:**
  - FTP account and;
  - Web statistics

- **Development Features should include**
  - MySQL 5.5+ Databases;
  - PHP 5x; and
  - Support for JavaScript, Flash and Shockwave
- **E Mail Features should include:**
  - E Mail accounts – unlimited;
  - Anti – virus filtering;
  - Anti –spam filtering; and
  - IMAP/POP3
- Website must be able to deploy 24/7 streaming of audio output (quality and monitoring)
- The website must have capacity to host podcasts of the internet-based radio station's programming
  
- Management of the internet-based radio station website and its mobile application
  - Manage the daily updates of the website in consultation with DIRCO (news and events)
  - Provide graphics design for promoting events etc.
- Management and maintenance of the internet-based radio station's mobile application stream and manage content in conjunction with webhosting
- Provide 24/7 Support and Customer Care

### 3.3 Development and coordination of the radio programming for a 24/7 internet-based radio station

- Provide detailed 24/7 radio programming schedule proposed for DIRCO's internet-based radio station 24/7
- Develop and manage the daily production and broadcasting schedule of the 24/7 internet-based radio station in conjunction with DIRCO
- Provide ten (10) two- hour radio shows and hosts to complement the current radio programming of DIRCO
- Develop podcasts of each radio programme (for loading on website)
- Integration of the news room production system into the existing radio station's infrastructure

### 3.4 Provision of technical support for an internet-based radio station

- Provide daily technical production support in the on air and radio production studios (recording, editing and production of a variety of radio programming)
- Provide technical support to the daily scheduling of all on air elements including promos, music and pre-recorded material using a radio automation system
- Provide imaging and treatment of the on air sound (station IDs); and
- Ensure that studio equipment is always in good working conditions; and
- Provide connectivity and technical production support for the internet-based radio station's live remote broadcasts

### 3.5 Provision of radio training courses to ten (10) DIRCO officials on the following areas

- Radio Journalism
- Technical Radio Production (recording, editing and packaging); and
- **In addition to the two(2) courses, provide DIRCO with a strategy for on the job training/ skills transfer on all areas of radio management and operations**

4. All Bidders would be required to attend a compulsory briefing session to be held at DIRCO, O.R. Tambo Building, Rietondale, Pretoria, Gauteng on Wednesday, 18 June 2014 at 10:00.

5. The successful bidder will be required to enter into a Service Level Agreement (SLA) with DIRCO before the commencement of the project.

6. The service provider's personnel will be required to undergo DIRCO's compulsory vetting process.

## 7. EVALUATION METHODOLOGY

The Bid/quotation must be properly submitted on or before the closing date and time specified on the invitation, fully completed in ink (as per all standard conditions of tender). The Bid documents must be lodged in the tender box at DIRCO Supply Chain Management offices, OR Tambo Building, 460 Soutpansberg Street, Pretoria

### 7.1. RESPONSIVE CRITERIA

To be considered for Phase 2 of the evaluation, functionality evaluation, bidder service providers must comply with the following responsive criteria:

REQUIREMENTS	YES	NO
Valid original Tax Clearance Certificate submitted with bid.		
All prices to include VAT		
In the event of a consortium being formed, written proof signed by all relevant parties must be handed in, in order to confirm the agreement between them.		
Attendance of the compulsory briefing session <b>Wednesday, 18 June 2014 at 10:00</b>		
All SBD forms completed and signed		

### 7.2. FUNCTIONALITY EVALUATION

A DIRCO panel will evaluate all proposals received on a basis of functionality 100 points. A bidder that scores less than 60% out of 100 points in respect of "functionality" will be regarded as submitting a non-responsive bid and will be disqualified.

No	Functionality Criteria	Weight
7.2.1	<p>Proposed solution on hosting, management and maintenance of the internet-based audio streaming</p> <ul style="list-style-type: none"> <li>- Provision of audio streaming infrastructure</li> <li>- Streaming server should provide for 100 000 simultaneous log ins</li> <li>- Provide technical solution to stream across any platform including windows/mac/linux and mobile/tablet including iOS, Android and Windows Mobile</li> <li>- Provision of a secondary channel for use as when required</li> <li>- Provision of daily monitoring of the audio stream and reports on the radio station's audience/log ins)</li> <li>- 24/7 support and customer care</li> </ul>	20
7.2.2	<p>Proposed solution for hosting, management and maintenance of the radio station's website and streaming application</p> <ul style="list-style-type: none"> <li>- Hosting, management and maintenance of the radio station's website and mobile application</li> <li>- Website must be able to deploy 24/7 streaming of audio output ( quality and monitoring) on the web</li> <li>- Daily updating of the website's content including news and events</li> <li>- The website must have capability to host podcasts of the internet-based radio station's programming</li> <li>- Technical solution to also host the radio station's mobile streaming application (manage content and hosting of the radio station's application)</li> <li>- 24/7 support and customer care</li> </ul>	20
7.2.3	<p>Developing and coordinating of radio programming for a 24/7 internet-based radio station</p> <ul style="list-style-type: none"> <li>- Proposed radio programming schedule for a 24 hour talk internet-based radio station in support of DIRCO's mandate</li> <li>- Sourcing and provision of ten (10) freelance presenters/producers to host live shows on the internet-based radio station (proposed freelancers should have a minimum two (2) years' experience in radio production and presentation (CV's should be attached)</li> <li>- Source and maintain music library for the radio station</li> </ul>	25
7.2.4	<p>Provision of technical support for an internet-based radio station</p>	20

	<ul style="list-style-type: none"> <li>- Capacity to provide daily technical production support in the on air and radio production studios</li> <li>- Provision of two(2) technical radio production and broadcasting experts</li>   <li>- Minimum three (3) years' experience in studio operations, radio production and online broadcasting</li> <li>- Three(3) years' experience in the use of digital recording, editing and production equipment</li> <li>- Minimum three (3) years' experience working with radio automation and scheduling systems</li> <li>- Provision of connectivity and technical support for remote live</li> </ul>	
7.2.5	Proposed radio training programmes for 10 DIRCO officials: <ul style="list-style-type: none"> <li>- Radio journalism</li> <li>- Radio technical production (recording, editing, mixing and packaging)</li> <li>- Radio Automation Systems; and</li> <li>- A strategy to provide on the job-training/skills transfer on all areas of radio management and operations</li> </ul>	10
7.2.6	Previous experience in managing and operating a 24/7 internet-based radio station. Please provide records of previous radio stations where services have been previously rendered before, as well as contactable references.	5
	<b>TOTAL</b>	<b>100</b>

**Values: 1=Poor, 2=Fair, 3=Good, 4=Very Good, 5=Excellent**

## 8. PRICE POINTS AND PREFERENCE POINTS

The criteria with regards to preference points will be done according to the principles as laid down in Preferential Procurement Regulations, 2001 pertaining to the Preferential Procurement Policy Framework Act 5 of 2000.

The applicable formula (90/10) will be utilised to evaluate the bid, of which ninety (90) points are allocated for price, and for functionality, and the remaining ten (10) points are for BBBEE points as allocated for in the enclosed form SBD6.1 that must be completed in detail.

<b>B-BBEE Status Level of Contributor</b>	<b>Number of points (90/10 system)</b>	<b>Number of points (80/20 system)</b>
1	10	20
2	9	18
3	8	16

4	5	12
5	4	8
6	3	6
7	2	4
8	1	2
Non-compliant contributor	0	0

The DIRCO is committed to the promotion of BBBEE and the Preferential Procurement Policy Framework Act.200 (Act No.5 of 2000)(PPPFA)

**9. GENERAL BID CONDITIONS**

- a. The General Conditions of Contract will be applicable to this bid.
- b. DIRCO reserves the right to sign a Service Level Agreement with the preferred service provider to supplement the General Conditions of Contract, which will make provision for penalties in instances of below standard service being rendered by the service provider.
- c. DIRCO will not be held responsible for any costs incurred by the bidders in the preparation and submission of proposal.
- d. Please take note that DIRCO is not obliged to select any of the bidders submitting proposals.
- e. Bid evaluation can only be done on the basis of information, which was asked for. The comprehensiveness of the bid proposal can therefore be decisive in awarding thereof.
- f. A DIRCO panel will evaluate all bids received on the basis of information received as requested above.
- g. For purposes of comparison and in order to ensure a meaningful evaluation, bidders are requested to furnish detailed information in substantiation of compliance to the evaluation criteria.
- h. The bid will be evaluated utilizing the 90/10 point system as indicated in the attached SBD6.1 form. This means that a maximum of 90 points for price and functionality and 10 points for preferential procurement (HDI) as indicated in the SBD6.1 form will be utilized.
- i. It is compulsory for the prospective service provider to attend a briefing session on **Wednesday, 18 June 2014 at 10:00**, at O.R.Tambo Building at 460 Soutpansberg Road, Rietondale, Pretoria

**10. FEES AND PAYMENT SCHEDULE**

10.1 Fees must be quoted in South African currency.

10.2 All prices quoted must include VAT

10.3 Bidders/Service provider companies should take note that the DIRCO will effect payment within 30 days after the receipt of an invoice, after the service has been rendered

10.4 The format of the quotation/price list must be the same as the specification list attached to this document (SBD3.1). Please do not submit in any other format.

## 11. CONTACT PERSONS AND SUBMISSIONS

All enquiries can be directed in writing to the Director: Supply Chain Management as per fax

Enquiries regarding the completion of bid documents can be directed to the Bid Office, tel. 012 351 1769

Prospective service providers should submit their bonded proposals in a sealed envelope with the details of the specific bid on the outside of the envelope to:

**Per Hand**  
Bid Nr. DIRCO –

### Tender Box

Department of International Relations and Cooperation  
OR Tambo Building  
460 Soutpansberg Road  
PRETORIA  
0002

Or

**Post**  
Bid Nr. DIRCO -  
The Bid Office  
Department of International Relations and Cooperation  
Private Bag X152  
PRETORIA  
0001

Submissions should be posted or hand delivered to the mentioned addresses on or before 11h00 on the closing date.

Prospective service providers are encouraged to submit their proposals before the closing date and time, as late submissions will not be accepted.

E-mail or faxed submissions shall not be accepted.

Non - compliance with any of the above conditions will result in your bid being disqualified.

A compulsory briefing session will be held at Department of International Relations, 460 Soutpansberg Road, Queenwood, Pretoria on **Wednesday, 18 June 2014 at 10:00** interested bidders are invited to attend.