

sport, arts & culture
Department:
Sport, Arts and Culture
REPUBLIC OF SOUTH AFRICA

Inspiring A Nation Of Winners

REQUEST FOR QUOTATION: **APPOINTMENT OF A SERVICE PROVIDER TO CONDUCT TECHNICAL ASSESSMENT AND CONDITION AUDIT OF DIGITAL DISPLAY SCREENS**

DATE: **03 JULY 2026**

Section 1: Background

The Department of Sport, Arts and Culture procured and installed two (2) digital display screens as part of its rebranding initiative. These screens were installed in 2023 and became operational in November 2023.

Since installation, the screens have not undergone any formal servicing or technical maintenance. The Department has recently observed intermittent glitches and performance inconsistencies. These issues are suspected to be linked to external factors such as power interruptions, load reduction, and general system wear over time.

In order to ensure continued optimal performance and to prevent further deterioration, the Department therefore requires a technical assessment of the two digital display screens to determine their current condition and identify any maintenance, repair or replacement requirements.

Section 2: Purpose of the RFQ

The purpose of this RFQ is to appoint a service provider to:

- Conduct a full technical inspection of the department's two (2) digital display screens
- Diagnose and identify the root causes of any glitches or performance issues
- Assess the current condition of both hardware and software components
- Evaluate the impact of power fluctuations and environmental factors on system performance
- Recommend any maintenance, repairs, upgrades or replacement requirements.

Section 3: Scope of Work

The appointed service provider must ensure clear assessment to ascertain what needs maintenance versus repair versus upgrades vs replacement through actioning the following:

3.1 Conduct an on-site inspection of the two (2) digital display screens and assess all relevant components, including but not limited to:

- Display panels
- Internal hardware systems and control units;
- Software and content management systems;
- Connectivity and cabling; and
- SIM card functionality
- Data utilisation status associated with the digital display screens.

3.2 Identify faults, risks and areas of deterioration affecting the operation of the digital display screens and determine whether any identified components require:

- Maintenance;
- Repair;
- Upgrades;
- Replacement.

3.3 Record any observations that may assist the Department in determining the extent of future maintenance requirements including:

- Videos showcasing the diagnosis identified
- Photos showcasing the functionality matters raised

3.4 Submission of a diagnostic report outlining:

- Detailed assessment
- Faulty items identified
- State of usability of wear and tear of items
- Data utilisation report
- Recommendations
- Repairs and upgrades

Section 4: Deliverables

The quotation submitted must detail costings in alignment with the exact requirements listed herein where the appointed service provider will be required to deliver the following:

4.1 A comprehensive diagnostic report detailing the findings of the technical assessment.

4.2 A detailed root cause analysis of all identified faults, glitches, performance inconsistencies and operational risks affecting the digital display screens.

4.3 Identification of all hardware, software, connectivity and any other factors contributing to the observed faults or performance issues, as outlined under the Scope of Work in section 3.

4.4 Recommendations for corrective actions required to restore the optimal operation of the digital display screens.

4.5 A detailed breakdown of all recommended interventions, including:
4.5.1 Maintenance requirements;
4.5.2 Repair requirements;
4.5.3 Replacement of components, where applicable;
4.5.4 Software updates or upgrades, where applicable; and
4.5.5 Any additional technical interventions considered necessary following the assessment.

4.6 An indicative cost estimate for each recommended intervention. This cost estimate is required **for estimation purposes only,** as a further RFQ process will be issued for the procurement of any items or interventions listed in the diagnostic report, where required and subsequent appointment of befitting service provider for the work to be done will ensue.

4.7 A formal presentation of the findings to the Department.

4.8 The presentation must be supported by evidential documentation, including, where applicable, annotated screenshots, system logs, photographs, videos, diagnostic outputs and any other supporting technical evidence substantiating the findings and recommendations contained in the diagnostic report.

4.9 An on-site walkthrough of both digital display screens on an agreed date, during which the appointed service provider must demonstrate the identified faults, explain the findings contained in the diagnostic report, and substantiate the recommended interventions.

A reminder that the quotation submitted must clearly make provision for the above-listed deliverables, as outlined from section **4.1 to section 4.9**.

5. Procurement Note

This RFQ is strictly for assessment and diagnostic purposes only.
- No repair, replacement, or maintenance work will be undertaken at this stage
- The outcomes of this assessment will inform a separate procurement process
- A detailed specification for required goods and services will be developed based on the findings of the diagnostic report

6. Duration of procurement

The technical assessment, submission of the diagnostic report, presentation of findings and on-site walkthrough must be completed within a period to be agreed upon following appointment.

Upon appointment of service provider, an operational plan will need to be prepared and approved by project management team.

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