

TOR – Procurement of Events Management System

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1. INTRODUCTION

In 2010, the then Department of Energy (DOE), now known as the Department of Electricity and Energy, established the Independent Power Producer Office (IPP Office) in collaboration with National Treasury (NT) and the Development Bank of Southern Africa (DBSA). The IPP Office was created to manage the procurement of new electricity generation capacity in South Africa under the Independent Power Producer Procurement Programme (IPPPP), as guided by Ministerial Determinations issued in terms of the Electricity Regulation Act (ERA) and the Integrated Resource Plan (IRP).

Since its inception, the IPP Office has played a pivotal role in addressing South Africa's energy crisis. As the IPPPP has evolved, so too has the IPP Office's reputation in the market. Given the evolving energy landscape, it is essential to reassess how the IPP Office can further strengthen its position as a world-class, specialised, and high-performing entity in energy procurement.

To maintain and strengthen its corporate image and reputation, the IPP Office actively cultivates relationships with both new and existing stakeholders through events and targeted stakeholder engagements. Professional event management plays a critical role in ensuring that the IPP Office's brand is consistently visible, and its reputation enhanced.

It is important to note that the IPPO operates as a stand-alone office from its own premises in Building 9, Bylsbridge Office Park, Cnr. Jean & Olievenhoutbosch Avenue, Centurion Bylsbridge Office Park, Centurion.

The DBSA supports the operational requirements of the IPPO, therefore, when submitting a tender, it is important to bear in mind that although the services required will be contracted by the DBSA, the Service Level Agreement will be managed by and all services provided directly to the IPP Office on independently from the DBSA.

2. BACKGROUND

The IPP Office was established to implement the Independent Power Producer Procurement Programme (IPPPP) and related interventions on behalf of the Department of Electricity and Energy (DEE), in collaboration with National Treasury and the Development Bank of Southern Africa. As part of its ongoing role in the energy sector, the IPP Office coordinates and hosts a wide range of strategic events and stakeholder engagements. These include Ministerial briefings, Bidders' Conferences, international delegations, industry workshops, launches, internal staff engagements, and other high-profile gatherings.

Given the complexity and scale of these events, the IPP Office requires a modern, integrated Events Management Solution to support the professional delivery and operational efficiency of its event-related functions. The need for automation, streamlined communication, stakeholder engagement, and real-time data insights has become increasingly important in ensuring consistent excellence across all events.

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3. PURPOSE

In support of its mandate, the IPP Office regularly hosts events that bring together key stakeholders from across the public and private sectors, including government departments, energy industry players, and international partners. These engagements play a critical role in fostering transparency, collaboration, and progress within the energy sector. Given their strategic importance, these events must be executed with a high level of professionalism, coordination, and efficiency.

The IPP Office therefore seeks to appoint a dedicated service provider to deliver a comprehensive, user-friendly, and future-ready Events Management Solution. This platform should enhance the Office's capacity to plan, coordinate, and manage events by offering a suite of integrated features aligned with industry best practices and innovative technologies.

The objective of this Terms of Reference is to outline the requirements and specifications for the development, implementation, and support of the solution over a 36-month period. The proposed solution must enable:

- the creation of an event microsite,
- RSVP management,
- personalised communication (invitations, reminders, confirmations, etc.),
- displaying of speaker profiles,
- Q&A sessions,
- live online conference and webinar hosting with features such as break-away rooms and session recordings,
- integration of pre-recorded video content and hyperlinks, and
- a platform for uploading and sharing event materials with participants.

This initiative aims to elevate the IPP Office's event delivery capabilities, ensuring seamless stakeholder experiences and operational excellence across all events.

The contract will be awarded for a period of 36 months (three (3) years) which will include the development, implementation and support of the system.

4. SCOPE OF WORK

The Events Management Solution aims to incorporate industry-leading functionalities, drawing inspiration from successful tools currently available in the market. The key features are further detailed below:

4.1. General Requirements**4.1.1. *RSVP Management and Attendee Engagement***

- The solution must utilise state-of-the-art RSVP management tools to streamline attendee responses, monitor responses in real time, and provide automated, twice-daily reporting.

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- It must include capabilities for managing RSVP statuses (acceptances, declines, pending), with real-time updates for enhanced oversight.
- It must include automated reminder messages for attendees who have not responded, using email and SMS notifications.
- It must ensure easy RSVP tracking and comprehensive reporting for event engagement insights.
- It must offer efficient on-site RSVP and check-in functionality, including real-time attendee updates, instant name badge printing, and quick registration for walk-ins to ensure a seamless guest arrival experience.
- It must also ensure easy RSVP tracking and comprehensive reporting for event engagement insights.

4.1.2. **Micro-Site**

- The solution must support event-specific microsites with customisable branding, allowing for a tailored look-and-feel, layout, and design elements unique to each event.
- Each microsite should support the publishing of essential event information, such as agendas, speaker profiles, venue details, and FAQs.
- Microsites must be mobile-responsive and accessible across various devices and browsers to ensure a consistent user experience.
- The solution should allow for the inclusion of multimedia content (e.g., images, videos, and downloadable documents) to enhance user engagement and provide attendees with relevant resources.

4.1.3. **Personalised Communication**

- The solution must craft customised, theme-based email invitations with personalisation by attendee name, role, or other relevant details.
- It should send automated reminders for upcoming events or changes (e.g., rescheduling or cancellations).
- It must allow for hybrid communications (email and SMS) to deliver updates and notifications to delegates.

4.1.4. **Speaker Profiles**

- The solution must include a user-friendly interface to showcase comprehensive speaker profiles.
- It should elevate speaker visibility through best-practice design.
- It must integrate with external databases (e.g. LinkedIn) to maintain current speaker information.

4.1.5. **Q & A Functionality**

- The solution must support interactive Q&A sessions during events.
- It should include moderation tools for managing participant interactions effectively.
- It must promote dynamic, real-time participant engagement.

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4.1.6. ***Live Conferencing and Event Hosting***

- The solution must enable hybrid event hosting for simultaneous in-person and online participation.
- It should support multiple room setups and bulk scheduling of events.
- It must include tools for engagement, Q&A, and seamless management of hybrid audiences.
- It must adopt best industry practices for reliable conference hosting.

4.1.7. ***Event Recording***

- The solution must support automated event recording.
- It must ensure secure storage and easy retrieval of event recordings for future use.

4.1.8. ***Pre-recorded Video Integration***

- The solution must support scheduled playback of pre-recorded videos during events.
- It must allow uploading and seamless playback during live sessions.

4.1.9. ***Material Upload and Sharing***

- The solution must allow for secure, user-friendly uploading and distribution of event-related materials.
- It must support various file formats and ensure accessibility to participants.

4.1.10. ***Reporting and Analytics***

- The solution must provide twice-daily automated reports on RSVP status, engagement, and event changes.
- It must include real-time dashboards for IPP Office administrators to monitor performance and engagement metrics.
- It must have a centralised delegate database to maintain updated participant information, ensuring accurate communications and reporting.

4.1.11. ***User Training***

- The vendor must develop clear, comprehensive user manuals and training materials.
- Training must be delivered to various user groups (administrators, end-users, etc.) to ensure effective system adoption.

4.1.12. ***Information Security Compliance and Accessibility***

- The solution must meet accessibility standards for users with disabilities.
- It must support features like time zone customisation and hybrid event inclusivity for international participants.

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- Two-factor authentication (2FA) or Multi Factor Authentication (MFA) must be implemented for secure access.
- It must ensure the protection of sensitive data and it needs to be accessible and usable by a diverse range of users.

4.1.13. ***On-Site Registration and Attendance Management Tools***

The solution must include on-site tools to facilitate a seamless, professional guest check-in and attendance tracking experience. Specifically, bidders must provide and support:

- Self-Service Kiosks: touchscreen tablets configured as self-service kiosks to facilitate quick and efficient check-in, RSVP confirmation and instant name badge printing. The devices must support the pre-loading of attendee lists, enabling fast self-registration, real-time updates by event staff, and seamless integration with the overall event management system.
- QR Code Scanning Functionality: Unique QR codes for each attendee to allow contactless and efficient check-in on arrival.
- On-Site Badge Printing: Provision of two (2) high-speed, high-quality badge printers integrated with the registration system to enable immediate badge printing upon guest check-in.
- Live Attendance Tracking Dashboard: A real-time dashboard to monitor attendee arrivals, no-shows, and walk-ins during the event.
- SMS Notifications: Ability to send real-time SMS alerts to organisers for VIP check-ins or other critical attendance updates.

4.1.14. ***Feedback and Evaluation Tools***

- The solution must include post-event survey tools to gather feedback from attendees and speakers.
- Surveys should be customisable and results viewable via dashboards.
- Automated feedback collection must be supported.

4.1.15. ***Branding and Visual Identity Tools***

- The solution must support consistent use of the IPP Office's brand identity across invites, microsites, badges, and event materials.
- The system should allow upload of the IPP Office's brand kit (logo, colours, fonts, etc.) to ensure brand consistency.

4.2. **Technical Requirements**

- The solution should adhere to the latest technological standards to ensure compatibility with common web browsers, support for mobile devices, and robust security measures for data protection.

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- It must integrate with MS365 Outlook (email and calendar) and SharePoint Online for communication and document management purposes and should allow optional integration with external platforms such as LinkedIn for enhanced stakeholder engagement.
- An integration with third-party tools and platforms such as professional speaker profile sites is desirable.
- Provide ongoing technical support to Administrators and Users.
- Regular updates and maintenance should be conducted to ensure the solution remains cutting-edge and reliable.
- The solution should be cloud-based and accessible internally and externally.
- It should be flexible and scalable to accommodate the IPPO's growth.
- It must be intuitive and aligned with the IPP Office's commitment to excellence in stakeholder engagement and professional event delivery.

5. TECHNICAL PROPOSAL AND EVALUATION

5.1. Technical Proposal

Each respondent is required to submit a proposal containing the following information:

- a) The envisaged approach and methodology of their offering and the service levels for supporting it.
- b) A detailed response to the scope of work as indicated under the expected deliverables, including a write up on the proposed software for the solution, digital certificates, and licensing model.
- c) Contactable references who currently operate on similar infrastructure supplied by the Service Provider (References on your client's letterhead, duly signed).
- d) Credentials of consultants that will be working on the project and capacity to support the solution (CVs of all employees working and supporting the solution and their roles).
- e) Indicate how they will ensure effective project management during commissioning time.
- f) Provide a project plan indicating the estimated time required for completion and delivery.
- g) Appoint an experienced Account Manager (please provide CV).

5.2. Evaluation Criteria

The evaluation will be split into two parts:

- **Part 1 - A Technical Evaluation** based on the overall response to the scope of work submitted; and
- **Part 2 - A Presentation/Demo** of the proposed Events Management Solution, including security design.

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PART 1 – TECHNICAL EVALUATION AND SCORING

Only those Bidders who score 49 points or higher (out of a possible 70 points) during the **Functional Criteria** evaluation will be invited to participate in the **Presentation/Demo Evaluation** of the bidding process. During the Presentation/Demo Evaluation, the Bidders need to achieve a minimum of 21 points (out of a possible 30 points) for their bid to be considered.

Bidders are required to submit supporting documentation evidencing their compliance with each requirement, where applicable.

The **Functional Criteria** that will be used to test the capability of Bidders are as follows:

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Evaluation Area	Evaluation Criteria	Matrix	Weighting	Score										
Bidder Experience	Bidders' expertise in implementing, supporting, and maintaining event management solutions for other organisations (Bidders are required to provide relevant references).	<p>Bidders must provide evidence of their experience in implementing Events Management Solutions for other companies. Verifiable reference letters must be submitted on official company letterhead, including contact details (contact number and email), and demonstrating relevant projects completed within the last 5 years. Bidders will be evaluated based on the number and relevance of contactable references provided for Events Management Solution implementations.</p> <table><thead><tr><th>Contactable References</th><th>Score</th></tr></thead><tbody><tr><td>Three (3) or more</td><td>15</td></tr><tr><td>Two (2)</td><td>10</td></tr><tr><td>One (1)</td><td>5</td></tr><tr><td>None (0)</td><td>0</td></tr></tbody></table>	Contactable References	Score	Three (3) or more	15	Two (2)	10	One (1)	5	None (0)	0	15	
Contactable References	Score													
Three (3) or more	15													
Two (2)	10													
One (1)	5													
None (0)	0													
Understanding of Scope	Bidders are required to submit a detailed write-up on the proposed software for the solution, including information on digital certificates and the licensing model.	<table><thead><tr><th></th><th>Score</th></tr></thead><tbody><tr><td>The bidder provided a write-up of the software solution provided for digital certificates and annual licenses</td><td>10</td></tr><tr><td>The bidder did not provide a write-up of the software solution, but only provided for digital certificates and annual licenses or the bidder provided a write-up of the software solution, but did not provide for digital certificates and annual licenses</td><td>8</td></tr><tr><td>The bidder did not provide any write of the software for the solution, digital certificates, but did indicate a provision of licenses for the software</td><td>6</td></tr><tr><td>None (0)</td><td>0</td></tr></tbody></table>		Score	The bidder provided a write-up of the software solution provided for digital certificates and annual licenses	10	The bidder did not provide a write-up of the software solution, but only provided for digital certificates and annual licenses or the bidder provided a write-up of the software solution, but did not provide for digital certificates and annual licenses	8	The bidder did not provide any write of the software for the solution, digital certificates, but did indicate a provision of licenses for the software	6	None (0)	0	10	
	Score													
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The bidder did not provide any write of the software for the solution, digital certificates, but did indicate a provision of licenses for the software	6													
None (0)	0													

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Evaluation Area	Evaluation Criteria	Matrix		Weighting	Score															
	Bidders must provide a comprehensive methodology and project plan, including milestones, timelines for each scope of work, expected outputs, and the critical steps necessary for successful project completion. Additionally, bidders must submit a detailed implementation plan for rolling out the solution.	Provide a detailed write-up on the understanding and alignment of the scope of work in the terms of reference: <table><tr><th>Score</th><th colspan="2">Bidders' Understanding of the SOW</th></tr><tr><td>Excellent</td><td>15</td><td>The approach plan or methodology is specific and tailored to address the specific project objectives</td></tr><tr><td>Good</td><td>10</td><td>The approach plan or methodology is generic and not tailored to address the specific project objectives</td></tr><tr><td>Satisfactory</td><td>5</td><td>The approach plan or methodology is poor and not tailored to address the specific project objectives</td></tr><tr><td>Poor</td><td>0</td><td>No response</td></tr></table>		Score	Bidders' Understanding of the SOW		Excellent	15	The approach plan or methodology is specific and tailored to address the specific project objectives	Good	10	The approach plan or methodology is generic and not tailored to address the specific project objectives	Satisfactory	5	The approach plan or methodology is poor and not tailored to address the specific project objectives	Poor	0	No response	15	
Score	Bidders' Understanding of the SOW																			
Excellent	15	The approach plan or methodology is specific and tailored to address the specific project objectives																		
Good	10	The approach plan or methodology is generic and not tailored to address the specific project objectives																		
Satisfactory	5	The approach plan or methodology is poor and not tailored to address the specific project objectives																		
Poor	0	No response																		
Knowledge and Experience	Demonstrated knowledge and experience of the dedicated resources in implementing Events Management Solutions, with a minimum of 5 years of relevant experience.	Submit the credentials (CVs) of consultants assigned to the project, highlighting their qualifications, expertise, and years of experience relevant to delivering the proposed solution. <table><tr><th>Years of Experience</th><th>Score</th></tr><tr><td>Five (5) years or more</td><td>15</td></tr><tr><td>Four years (4)</td><td>10</td></tr><tr><td>Three years (3)</td><td>5</td></tr><tr><td>Less than three years</td><td>0</td></tr></table>		Years of Experience	Score	Five (5) years or more	15	Four years (4)	10	Three years (3)	5	Less than three years	0	15						
Years of Experience	Score																			
Five (5) years or more	15																			
Four years (4)	10																			
Three years (3)	5																			
Less than three years	0																			

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Evaluation Area	Evaluation Criteria	Matrix	Weighting	Score										
Protection of Personal Information Act (POPIA)	Bidders shall demonstrate how the personal information of IPPO users will be safeguarded in line with the conditions outlined in the POPI Act	Demonstration on the security of information provided. <table><tr><th>Information Provided</th><th>Score</th></tr><tr><td>Bidder provided a detailed plan that indicates both electronic and physical controls to secure personal information</td><td>5</td></tr><tr><td>Bidder provided a plan that is limited to electronic or physical control to safeguard personal information</td><td>3</td></tr><tr><td>Bidder provided a generic plan</td><td>1</td></tr><tr><td>Bidder did not provide a plan</td><td>0</td></tr></table>	Information Provided	Score	Bidder provided a detailed plan that indicates both electronic and physical controls to secure personal information	5	Bidder provided a plan that is limited to electronic or physical control to safeguard personal information	3	Bidder provided a generic plan	1	Bidder did not provide a plan	0	5	
Information Provided	Score													
Bidder provided a detailed plan that indicates both electronic and physical controls to secure personal information	5													
Bidder provided a plan that is limited to electronic or physical control to safeguard personal information	3													
Bidder provided a generic plan	1													
Bidder did not provide a plan	0													
Support Offering	Bidder's ability to provide support and maintenance on the solution. Write up on Support Methodology covering: <ul style="list-style-type: none">Application maintenance offered.Error tracking and debugging capability.Can the solution be upgraded/enhanced?Technical troubleshooting included.User support offering included	Provided detailed SLA covering all points. <table><tr><th>SLA Offering</th><th>Score</th></tr><tr><td>Covered all 5 support points in SLA</td><td>5</td></tr><tr><td>Only covered 3 - 4 support points in SLA</td><td>3</td></tr><tr><td>Only covered 2 support points in SLA</td><td>1</td></tr><tr><td>No SLA or support was provided.</td><td>0</td></tr></table>	SLA Offering	Score	Covered all 5 support points in SLA	5	Only covered 3 - 4 support points in SLA	3	Only covered 2 support points in SLA	1	No SLA or support was provided.	0	5	
SLA Offering	Score													
Covered all 5 support points in SLA	5													
Only covered 3 - 4 support points in SLA	3													
Only covered 2 support points in SLA	1													
No SLA or support was provided.	0													
Training Offering	Provide detail on: <ul style="list-style-type: none">Training offered to all staff.Training/skills transfer plan during implementation to 4 IPP Office Administrators.User manuals and other relevant documentation provided.	Detailed training plan provided. <table><tr><th>Training Provided</th><th>Score</th></tr><tr><td>The bidder provided for the sessions of user training, Administrator training, user manuals, and other relevant documentation</td><td>5</td></tr><tr><td>Only staff training and skills transfer to Administrators without manuals</td><td>3</td></tr><tr><td>No adherence to the requirement</td><td>0</td></tr></table>	Training Provided	Score	The bidder provided for the sessions of user training, Administrator training, user manuals, and other relevant documentation	5	Only staff training and skills transfer to Administrators without manuals	3	No adherence to the requirement	0	5			
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No adherence to the requirement	0													

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Evaluation Area	Evaluation Criteria	Matrix	Weighting	Score
Total Weighting				
Minimum of 49 must be achieved.				
				70

PART 2 – PRESENTATION/DEMO EVALUATION AND SCORING

The Criteria that will be used to test the capability of Bidders are as follows:

Evaluation Area	Evaluation Criteria	Score
Technical Capabilities:	Robust security features to protect attendee data and compliance with data protection regulations	2
	Compatibility with common web browsers and support for mobile devices	2
	Seamless integration with third-party tools, platforms, and databases for speaker information	2
Solution Features:	Effectiveness of RSVP tracking and management	2
	Real-time updates and reporting on RSVP status	2
	Customisability of personalised email invitations	2
	Delegate database to maintain updated participant information,	2
	Efficiency of automated reminders for upcoming events	2
	Interactivity and ease of use during Q&A sessions with real-time interactivity and engagement features	2
	Support for multiple rooms and concurrent sessions	2
	Efficiency of automated recording features as well as accessibility and storage of event recordings	2
	Seamless scheduling of video playback during events and the capability to upload and play pre-recorded videos	2
	Security and user-friendliness of material upload and effectiveness of material sharing with participants	2
	Quality and depth of reporting features	2
	Customisability of dashboards for Administrators	2
	Total Score	30
Minimum of 21 must be achieved.		
Total Weighting		30

Scoring Legend	
Criteria	Score
Meets Requirement	2
Does not meet requirement	0

6. PRICING AND BROAD-BASED BLACK ECONOMIC EMPOWERMENT (BBBEE)

Each proposal with a final score of **70** points combined and more, will be on equal footing to proceed to this final round of evaluation.

The proposed price and BBBEE compliance are the only aspects taken into account in this round. The final evaluation score is calculated on an 80/20 principle. The bidder that scores the highest in this round will be awarded the tender.

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CRITERIA	WEIGHT
Project cost	80
B-BBEE Status level contributor	20

PRICING

- Cost must be VAT inclusive and quoted in South African Rand, as the final amount awarded will be in South African Rands, and no adjustments will be made.
- Financial proposal should include the cost of delivery.
- Service providers must quote for all the items as indicated on the list (Annexure A).

Failure to quote for all items will lead to disqualification of the proposal.

Annexure A – Pricing Schedule

Item	Description	Qty.	Unit Price	Total Cost (excl. Vat)
1	Setup and Initiation cost	Once off		
2	Annual Licence Fee – Year 1	10 Users & 3 ICT Admin		
	Annual Licence Fee – Year 2 (Allow for 7% increase)	10 Users & 3 ICT Admin		
	Annual Licence Fee – Year 3 (Allow for 7% increase)	10 Users & 3 ICT Admin		
3	Training Cost inclusive of manuals or any material	10 Users & 3 ICT Admin		
4	Tablets (<i>see specs in Table 1 below</i>)	6		
5	Badge Printers (<i>see specs in Table 2 below</i>)	2		
6	SLA Support for 3 years			
	Sub-total			
	15% VAT			
	TOTAL COST			

Table 1: Tablet Specs

Feature	Minimum Requirement	Notes
Operating System	Android 11+ / iPadOS 15+	Ensure compatibility with event apps
Processor	Octa-core / Apple A13 Bionic or better	For smooth multitasking
RAM	4 GB minimum	6 GB+ recommended for heavy use
Storage	64 GB minimum	Expandable or cloud sync preferred
Display Size	10 inches or larger	Good visibility for staff and attendees
Battery Life	8+ hours	For all-day events
Connectivity	Wi-Fi + LTE (optional)	LTE useful for outdoor or remote venues
Camera	8 MP rear, 5 MP front	For scanning and video calls
Durability	Rugged case or IP-rated device	Protection in busy environments
Accessories	Stylus, keyboard, stand	Optional but useful for admin tasks
Security	Biometric login, MDM support	For data protection and remote management

Table 2: Badge Printer Specs

Feature	Minimum Requirement	Notes
Print Technology	Direct Thermal or Dye Sublimation	Direct thermal for paper; dye sub for plastic cards
Print Speed	≥ 4 inches per second (for paper)	Faster speeds reduce queues
Resolution	300 dpi or higher	For clear text and QR/barcodes
Media Type	Paper badges, PVC cards, RFID/NFC (optional)	Choose based on event needs
Connectivity	USB, Ethernet, Wi-Fi, Bluetooth	Wi-Fi/Bluetooth for mobile setups
Software Support	Windows/macOS drivers, SDK/API	For integration with your system
Mobile Compatibility	iOS/Android support	Useful with tablets or mobile check-in
Input Capacity	100+ badge blanks	Reduces reload frequency
Security	Lockable media compartments (optional)	For high-security events

7. DELIVERABLE ACCEPTANCE CRITERIA

Deliverables will only be paid once accepted by the IPP Office. The following deliverable acceptance criteria will apply prior to accepting a deliverable as final:

- Stakeholder Relations Manager
- Acting Head of Communications & PR - *Review*
- Head of ICT Unit - *Approval*