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| **RFQ Number** | **CTS-FIN-RFQ-000x** |
| **Request for Quotation Date** | **15 July 2025** |
| **RFQ Closing Date** | **15 August 2025** |
| **RFQ Closing Time** | **16h30** |
| **Compulsory Site Briefing** | **N/A** |
| **Contact Person** | **Dr Aubrey Nelwamondo or Mr Mziwakhe Ntombela** |
| **Quotation Validity** | **90 Days from the closing date** |
| **Submission Details** | **RFQ Response must be sent to:** **Mziwakhe.Ntombela@Necsa.co.za****Aubrey.nelwamondo@necsa.co.za** |
| **RFQ Description** | **Cold Calling Services** |

Dear Service Provider

Kindly provide a quotation for goods and or services as outlined in section 2 of this document.

1. **Introduction**

The South African Nuclear Energy Corporation Limited (Necsa) is a state-owned public company (SOC), registered in terms of the Companies Act, (Act No. 61 of 1973), registration number 2000/003735/06.

The Necsa Group engages in commercial business mainly through its wholly-owned commercial subsidiaries: NTP Radioisotopes SOC Ltd (NTP), which is responsible for a range of radiation-based products and services for healthcare, life sciences and industry, and Pelchem SOC Ltd (Pelchem), which supplies fluorine and fluorine-based products. Both subsidiaries, together with their subsidiaries, supply local and global markets, earning valuable foreign exchange for South Africa and are among the best in their field in their respective world markets.

Necsa’s safety, health, environment and quality policies provides for top management commitment to compliance with regulatory requirements of ISO 14001, OHSAS 18001 and RD 0034 (Quality and Safety Management Requirements for Nuclear Installations), ISO 9001 and ISO 17025.

Necsa promotes the science, technology and engineering expertise of South Africa and improves the public understanding of these through regular communications at various forums and outreach programmes to the community. We are a proudly South African company continuously striving, and succeeding in many respects, to be at the edge of science, technology and engineering related to the safe use of nuclear knowledge to improve our world.

For more information on Necsa, please visit: [WWW.Necsa.co.za](http://WWW.Necsa.co.za)

1. **Scope of Work**

|  |
| --- |
| **Item Description** |
| Refer to Annexure A |

1. **Pricing**
* All price quoted to include all applicable taxes.
* Price must be fixed and firm
* Price should include additional cost elements such as freight, insurance until acceptance, duty where applicable, disbursements etc.
* Quotation must be completed in full, incomplete quote could result in a quote being disqualified.
* Payment will be according to Necsa’s General Conditions of Purchase.
1. **Evaluation**
	1. **Phase 1- Functionality Evaluation / Technical Evaluation**

Where functional or technical evaluation criterion is applicable, assessment will be performed in terms of the criterion listed below and the criterion may include Technical, Performance, Quality and Risk.

If the Bidder’s response to the Technical templates does not indicate that the Bidder can support an acceptable technical solution, the Bidder’s response will be rejected and not evaluated further.

Together the Technical Performance and Quality Risk criteria make up the functionality criterion and a Bidder’s Proposal will be evaluated for functionality out of a possible 100 points. Only RFQ responses achieving an evaluation score of greater than the set threshold points out of the possible 100 points and which score a number of points for functionality that is greater than or equal to the set threshold points of the number of points achieved by the highest scoring Bid for functionality will be selected to progress to the second stage.

* 1. **Phase 2 - Evaluation In Terms Of Preferential Procurement Policy Framework Act, 2022**

This bid will be evaluated and adjudicated according to the 80/20 point system, in terms of which a maximum of 80 points will be awarded for price and 20 points will be allocated based on the specific goals ( B-BBE status level).

|  |  |
| --- | --- |
|  | **POINTS** |
| **PRICE** | **80** |
| **SPECIFIC GOALS ( B-BBEE status level)** | **20** |
| **Total points for Price and SPECIFIC GOALS**  | **100** |

**Preference goal**

**B-BBEE status level contributor**

|  |  |
| --- | --- |
| **B-BBEE Status Level of Contributor** | **Number of points****(80/20 system)** |
| 1 | 20 |
| 2 | 18 |
| 3 | 14 |
| 4 | 12 |
| 5 | 8 |
| 6 | 6 |
| 7 | 4 |
| 8 | 2 |
| Non-compliant contributor | 0 |

1. **Required Documentation**
* **Tax Clearance Certificate ( Tax pin issued by SARS) ( mandatory)**
* **Declaration of interest ( SBD 4)**
* **BEE Certificate / Applicable Affidavit if classified as EME**
* **Letter of Good Standing (COID) only if Applicable due to the nature of work required**
* **Any other document or certification that might have been requested on this RFQ**
* **Proof of CSD registration ( mandatory)**
1. **Important**
	1. **Quotation must be submitted on or before the RFQ closing date and time stated above.**
	2. **Orders above R 30 000 will be evaluated according to the PPPFA 80/20-point system and a functionality scorecard where applicable and the ones above R 1 Million will be subjected to the tender process.**
	3. **This RFQ is subjected to the Necsa’s General Conditions of Purchase, Preferential Procurement Policy Framework Act 2000 and the Preferential Procurement Regulations, 2022, the General Conditions of Contract (GCC) and, if applicable, any other legislation or special conditions of contract**
	4. **Failure on the part of a bidder to submit proof of B-BBEE Status level of contributor together with the bid, will be interpreted to mean that preference points for specific goals are not claimed.**
	5. **The purchaser reserves the right to require of a bidder, either before a bid is adjudicated or at any time subsequently, to substantiate any claim in regard to specific goals, in any manner required by the purchaser.**
	6. **For a Bidder to obtain clarity on any matter arising from or referred to in this document, please refer queries, in writing, to the contact details provided above. Under no circumstances may any other employee within Necsa be approached for any information. Any such action might result in a disqualification of a response submitted in competition to this RFQ.**
	7. **No goods and/or services should be delivered to Necsa without an official Necsa Purchase order.**
	8. **Necsa reserves the right to; cancel or reject any quote and not to award the RFQ to the lowest Bidder or award parts of the RFQ to different Bidders, or not to award the RFQ at all.**
	9. **The supplier shall under no circumstances offer, promise or make any gift, payment, loan, reward, inducement, benefit or other advantage, which may be construed as being made to solicit any favour, to any Necsa employee or its representatives. Such an act shall constitute a material breach of the Agreement and the Necsa shall be entitled to terminate the Agreement forthwith, without prejudice to any of its rights**
	10. **By responding to this request, it shall be construed that: the bidder, hereby acknowledge to be fully conversant with the details and conditions set out in the Necsa’s General Conditions of Purchase, Preferential Procurement Policy Framework Act 2000 and the Preferential Procurement Regulations, 2022, the General Conditions of Contract (GCC), Technical Information and Specifications attached, and hereby agree to supply, render services or perform works in accordance therewith**

**ANNEXURE A**

**COLD CALLING Requirements: Specification**

**A1. Scope of work**

Service provider to submit a quotation to conduct telephone call campaign over a period of 3 months aimed at recapturing declining samples volume and/or customers. Service provider shall be provided with a structured working spreadsheet (template with customer contact details) and the purchase order (PO) to can complete the telephone interviews with an agreed maximum of 540 calls (180 call per month based on customer database of 388 customers) to be made on behalf of Necsa laboratories.

* + Necsa shall provide a set of questions to ask customers and record responses in an associated spreadsheet with a database of contact info for all customers identified for the cold calling;
	+ Necsa shall provide the script for use when calling over the phone if required;
	+ A clarification meeting to be held with successful service provider before start of project;
	+ The service provider shall be required to sign the non-disclosure agreement (NDA).

**A2. Project Methodology**

Necsa and service provider shall have a once-off MS Teams based consultative meeting(s) to further discuss and clarify the objectives, the customer database spreadsheet, show the 5 questions to be asked every available customer, capturing customer responses, etc. The successful service provider (designated personnel) to call the customers on the database on behalf of Necsa, introducing themselves and saying that we are conducting follow-up customer interviews based on services received from Necsa NLS laboratories (CBF, CTS, RAC).

The service provider shall be required to assign a dashboard to transfer/save the NLS customer info spreadsheet to own system for use during the telephone interviews, capturing caller notes/comments, and the customer responses. When personnel assigned to do callings are able to connect with the correct person / people, they then ran through each question, taking note of each answer and formulating it in a spreadsheet. That is, the service provider shall make use of a customer database (excel spreadsheet) with customers contact details and questions to:

* conduct the cold calling telephonic interviews by making 180 telephone call per month (including 2 additional attempts to contact unavailable/difficult to reach customers;
* ask customers the set of provided questions (5) and capture the customer responses in the provided spreadsheet designated columns spaces;
1. **Project Deliverables**

The successful service provider shall, at a minimum, deliver the following in accordance with the set timelines failure to do so may lead to suspension or cancellation of the order as detailed in the service level agreement that forms part of the NDA.

* update and review the customer responses captured in the spreadsheet on an ongoing basis;
* provide monthly updated spreadsheet to show progress, caller comments, and customer responses;
* provide Necsa with the link to the updated spreadsheet and/or email the updated spreadsheet as an attachment every month-end (within 3 days) for the duration of the cold calling interview;
* prepare a final report at the end of the 3-months period with detailed statistical analysis of the outcome of the call campaign (must be an official report in the company letterhead)

1. **The Survey Questions**

The service provider will be provided with the following 5 questions in a pre-structured spreadsheet to use for the telephonic follow-up interviews.

* Which of the following laboratory services are you currently using? (CAL = Calibration Laboratory, CBF = Chemical, Biological & Forensics Laboratory, RAC = Radio Analytical and Calibration) Laboratory – or any combination)
* How did you came to know about the Necsa Analytical and Calibration Services Laboratories (Chemical, Forensics, Radiation Protection, Radionalysis and/or Calibration Services)?

Rate the services between 1 – 5: (1 = terrible, 2= mediocre, 3 = Satisfactory, 4 = good, 5 = Excellent)

* What changes would you like Necsa Laboratory Services (NLS) to make in order for you to place more orders?
* Would you recommend NLS services to customers? Yes / No

Tell me why?

1. **Scope/Contents of the Final Report**

The successful service provider shall be required to prepare a detailed final report at the end of the project with detailed statistical analysis of the outcome of the call campaign. The final report must be in the company letterhead, and shall include the following subject heading at a minimum.

1. Background info (what triggered the cold calling campaign);
2. Objectives (what are the agreed deliverables);
3. Methodology (agreed method vs followed protocols for the interviews);
4. Outcome of call campaign (total calls made, number of target customer reached, % successful calls)
5. Reporting statistics per question (including graphics)

The following are for illustrative purposes only





* Summary of verbatim responses (% satisfied, unsatisfied, neutral)

Will you recommend Necsa ACS to others seeking similar services



Failure to produce acceptable reports (both monthly and the final report) will lead to suspension or cancellation of the order as detailed in the NDA that shall form part of the service level agreement (contract).

1. **Requirements**

The Service Providers interested in rendering the specified required services should submit a concise written quotation/proposal that addresses the above requirements for the scope of work, methodology and deliverables.

The proposal must include

* an abridged company profile that outlines relevant skills, experience and track record in support of the required resources and responsibilities towards the deliverables; and
* Contact details for at least two clients/references for similar scoped projects.
1. **Framework for selecting/rating service providers**

Service Providers interested in rendering the specified required services should submit a concise written quotation/proposal that addresses the above requirements for the scope of work, methodology and deliverables.

The services costing must make use of the following costing structure to simplify understanding and decision process. Service provider pricing that are not based on the following costing framework will not be considered.

Table **1**: Costing structure for Cold Calling Services

|  |  |  |  |
| --- | --- | --- | --- |
| Activities | Quantity | Unit price | Subtotal (Rands) |
|  |  |  |  |
| Making 180 cold calling telephonic interviews per month (including 2 additional attempts to contact unavailable/difficult to reach customers) |  |  |  |
| Ongoing update of database spreadsheet to show progress, caller comments, and customer responses |  |  |  |
| Provide Necsa with the link to the updated customer database spreadsheet for the duration of the cold calling interview;**OR/and** email the updated spreadsheet as an attachment every month-end (within 3 days following month-end) for the duration of the cold calling interview; |  |  |  |
|  |  |  |
| Deliver one final acceptable report at the end of the 3-months period with detailed statistical analysis of the outcome of the call campaign and scope of reporting as prescribed in Section 5 (must be an official report in the company letterhead) |  |  |  |
| Any additional activities not included above (details to be provided here)  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
| **Totals/Grand total** |  |  |  |

**NB:** Responses that do not make use of the above costing framework and do not include the requirements listed in Section 6 above will not be considered.