



11th Floor, The Marine Building,  
22 Dorothy Nyembe (Gardiner) Street, Durban, 4001  
Private Bag X54322, Durban, 4000  
Tel: 031 365 7800 Fax: 031 365 7858  
Website: <http://www.portsregulator.org>

### **REQUEST FOR QUOTATION (RFQ)**

#### **PROVISION OF TRANSCRIPTION SERVICES FOR A PERIOD OF TWENTY-FOUR (24) MONTHS**

RFQ	RFQ/2023/24-13
RFQ ISSUE DATE	15 May 2023
BRIEFING SESSION	N/A
RFQ DESCRIPTION	PROVISION OF TRANSCRIPTION SERVICES FOR A PERIOD OF TWENTY-FOUR (24) MONTHS
CLOSING DATE & TIME	22 May 2023 @ 16:00
LOCATION FOR SUBMISSIONS	<a href="mailto:quotations@portsregulator.org">quotations@portsregulator.org</a>

**Service providers must submit their responses via e-mail at: [quotations@portsregulator.org](mailto:quotations@portsregulator.org) before or on the stipulated date and time. For any queries or questions, please use above mentioned email address.**

Ports Regulator of South Africa requests your quotation on the services listed above. Please furnish us with all the information as requested and return your RFI on or before the date and time stipulated above.

SUPPLIER NAME: \_\_\_\_\_

POSTAL ADDRESS: \_\_\_\_\_

MAAA NUMBER (CSD NO): \_\_\_\_\_

TELEPHONE NO: \_\_\_\_\_

FAX NO: \_\_\_\_\_

E MAIL ADDRESS: \_\_\_\_\_

CONTACT PERSON: \_\_\_\_\_

CELL NO: \_\_\_\_\_

SIGNATURE OF SERVICE PROVIDER: \_\_\_\_\_

## DETAILED RFQ

### **PROVISION OF TRANSCRIPTION SERVICES FOR A PERIOD OF TWENTY-FOUR (24) MONTHS**

#### **1. BACKGROUND**

- 1.1** Ports Regulator of South Africa ("the Ports Regulator") is a Schedule 3A public entity in terms of the Public Finance Management Act, Act No.1 of 1999, as amended (PFMA). The Port Regulator must fully comply with all the requirements of the PFMA and all other relevant and applicable legislation.
- 1.2** The Ports Regulator is an independent ports regulatory body, governed by the National Ports Act, Act No. 12 of 2005, ("the Act").

In terms of section 30 (1) and (2) of the National Ports Act, the main functions of the Regulator are to:

- Exercise economic regulation for the ports system in line with government's strategic objectives.
- Promote equity of access of ports and facilities and service provider by ports.
- Monitor the activities of the National Ports Authority to ensure that it performs its functions in accordance with the Act; and
- Hear appeals and complaints contemplated in terms of Sections 46 and 47 of the Act, respectively.

#### **2. PURPOSE**

The purpose of this Request for Quotation (RFQ) is to request suitably qualified and experienced service providers to submit their proposals for transcription services for Tribunal Hearings of the Ports Regulator of South Africa.

#### **3. SCOPE OF WORK**

- 3.1** The following shall be required, as and when, from the service provider, *inter alia*:
- a. Provide recording and transcription services for hearings before the Hearing Panel/ Tribunal;
  - b. Verifying automatically generated text - Transcription (will include various types of audio - such as speeches/prompts/ utterances; - thus extra-ordinary transcription requiring strict adherence to protocols provided)
  - c. Proofreading;
  - d. Transcripts should be done and delivered back to the Executive Manager: Legal within an allocation of 10 working days per recording;

- e. The electronic copy of the transcribed record must be produced as a protected MS Word document or as a PDF file to prevent any unauthorised editing. The password protecting the document must be shared with the PRSA;
- f. The service provider may be requested to transcribe recordings from certain proceedings other than tribunal hearings;
- g. Maintain strict confidentiality of all PRSA information that would be made available in line with industry practice;
- h. Language of the file used should be English;
- i. The Service Provider must be able attend physical hearings / meetings at the PRSA office in Durban should there be a need; and
- j. To attend meeting with employees of the Ports Regulator as and when required;
- k. Estimated number of recordings to be transcribed: 5 recordings with an average of 8 hours per session/hearing;
- l. Each transcript must include a cover page with the following details:
  - i. case name of the matter transcribed;
  - ii. the date of the hearing;
  - iii. The names of the panel members and case managers presiding over the matter; and
  - v. full details of the recording company (name of recording company, email address, telephone number, and physical address); and
- n. The transcripts' last page must be a signed transcriber's certificate confirming that the document is a true and just transcription of the recorded proceedings.

### **3.2 Term of engagement**

The contract will be for a period of 24 (twenty-four) months.

### **3,3 Proposal content**

- a. Facilities and equipment to be used to provide services;
- b. Service providers are required to detail their rates / itemized pricing schedule; and
- c. Service Providers should send 5 recent letters of reference, which must include the type of transcription done, the date of the service rendered and a contactable reference.

## 4. EVALUATION CRITERIA

### 4.1 SCM Administrative (Phase 1): Mandatory Requirements

- 4.1.1 The SBD4 must be completed and signed by the authorised company representative.
- 4.1.2 Service provider must submit five(5) recent letters of reference  
**(refer to section 3.2 C)**
- 4.1.3 The bidder must submit proof of registration on CSD (Central Supplier Database).

***Failure to provide the above mandatory information will lead to bidder's proposal not being considered further on price .***

### 5.1 Pricing Considerations (Phase 2)

- 5.1.1 Bidders' price quotations must be inclusive of all applicable taxes **(including VAT) refer to section 3.2 A and B.**

**NB:** Tax status for the recommended bidder will be verified on Central Supplier Database (CSD) or SARS E-Filing prior to awarding. If the bidders' tax matters are non-compliant the Regulator will apply clause 4.2 of the National Treasury Instruction No. 09 of 2017/2018, if the bidder is still not compliant then the Regulator will exercise clause 4.3 of the said instruction note.

## 6. CONDITIONS TO BE OBSERVED

No RFQ shall be deemed to have been accepted unless and until a formal contract / letter of award / order form is prepared and executed. Quotation shall remain open for acceptance by the Ports Regulator for a period of ninety **(90) days** from the closing date of the RFQ Enquiry.

## 7. COMMUNICATION

All enquiries relating to this RFQ should be sent via email: [quotations@portsregulator.org](mailto:quotations@portsregulator.org)

## 8. COST OF PROVIDING WITH RFQ

The service provider shall bear all costs and expenses associated with preparation and submission of its RFQ, and the Ports Regulator of South Africa shall under no circumstances be responsible or liable for any such costs, regardless of, without limitation, the conduct or outcome of the bidding, evaluation, and selection process.

**END OF RFQ DOCUMENT**

**Annexed to this document for completion and return with the document:**

- Quotation on a letterhead
- Declaration of Interest (SBD 4)
- Five (5) Reference Letters
- Copy of CSD Report or MAAA Number (National Treasury)
- B-BBEE Certificate