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| **REQUEST FOR QUOTATION (RFQ) NUMBER:** | **PR10111411 (Please use this number as reference when sending quotations and supporting documentation)** |
| **DESCRIPTION**  | The Road Accident Fund (RAF) wishes to appoint a suitable service provider to provide Client Service Orientation (Customer Service Training) for fifty-four (54) RAF employees as per Annex C specifications. |
| **RFQ ISSUED DATE** | **29 August 2025** |
| **RFQ VALIDITY PERIOD** | 30 days from the closing date. |
| **CLOSING DATE AND TIME** | **05 September 2025 @ 15:00** |
| **EXPECTED DATE SERVICES IS REQUIRED** | **Once a Purchase Order is issued** |
| **COMPULSORY BRIEFING SESSION/****SITE VISIT/SITE INSPECTION**  | **N/A** |
| **DELIVERY ADDRESS OF GOODS/SERVICES** | Road Accident Fund (Johannesburg)8-10 Junction AvenueParktownJohannesburg |
| **RFQ RESPONSES MUST BE EMAILED TO:** | **All quotations should be emailed to**Rfq-Menlyn.procurement@raf.co.za **Failure to follow these instructions will result in your quote not being considered.** |
| **ENQUIRIES REGARDING THIS RFQ SHOULD BE SUBMITTED VIA E-MAIL TO** | Enquires can be directed at this e-mail address Patienceph@raf.co.za |

**Important Notes to this RFQ:**

* **Service providers/suppliers should ensure that RFQ responses are emailed to the correct email address;**

**(**Rfq-Menlyn.procurement@raf.co.za**)**

* **If the quotation is late, it shall not be accepted for consideration;**
* **The RAF reception is generally accessible 8 hours a day (07h45 to 16h00); 5 days a week (Monday to Friday) for delivery of goods;**
* **All suppliers are required to complete and sign all Annexures to this document (Standard Bidding Documents and documents for submission under Mandatary Evaluation, where applicable);**
* **Historically Disadvantaged Individuals (HDI)\* claimed points for Race and Gender will be verified through CSD;**
* **Suppliers who have a disability must provide a valid medical certificate issued by a registered medical practitioner as proof of disability;**
* **RAF will conduct business ONLY with CSD Registered suppliers;**
* **Should you not be contacted within 14 working days, consider your proposal/quotation unsuccessful.**

**Prohibition of Gifts & Hospitality:**

“Except for the specific goods or service procured by the Road Accident Fund, service providers/suppliers are required not to offer any gift, hospitality or other benefit to any RAF official. To avoid doubt, branded marketing material is considered to be a gift. Furthermore, should any RAF official request a gift, hospitality or other benefit, the service providers is required to report the matter to our toll free fraud line at 0800 005919.”

*\*HDI - means a South African Citizen who (a) due to the apartheid policy, had no franchise in national elections prior to the introduction of the Constitution of the Republic of South Africa, 1983(Act No.110 of 1983) or the Interim Constitution f the Republic of South Africa,1993 (Act No.200 of 1993); (b) is a female; or (c) has a disability.*

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1. TERMS AND CONDITIONS OF REQUEST FOR QUOTATION (RFQ)

**SERVICE PROVIDER/SUPPLIER: ………………………………………………………………………..**

**REGISTRATION NUMBER: ……………………………………………………………………….**

**CSD UNIQUE SUPPLIER REGISTRATION NUMBER: ……………………………………………………………………….**

**ADDRESS: ……………………………………………………………………….**

**CONTACT PERSON: ………………………………………………………………………..**

**TEL: …………………………………………………………………........**

1. RAF’s standard conditions of purchase shall apply.
2. RAF will not conduct business with suppliers whose tax matters are not declared to be in order by SARS.
3. Goods or services shall be delivered and accepted against an official and RAF Award Letter or Purchase Order (PO) signed and duly authorised RAF official.
4. The RAF reserves the right not to make payment or accept the goods or services should the goods or services be delivered to the RAF before the RAF Award Letter or PO is issued. (An official authorised RAF PO should have the Supply Chain Management (SCM): Manager signature or such other official duly authorised in terms of the RAF’s Delegations of Authority and Approval Framework),Description of the item, Quantity of items purchased, Date of delivery of the item, Total amount of the items purchased inclusive of where applicable VAT and other applicable taxes.
5. This RFQ will be evaluated based on the 80/20 preference point system applicable to bids with a Rand value equal to, or above R2 000.01 and up to a rand value of R1 000 000.00 (all applicable taxes included). The RAF may elect to apply the 80/20 preference point system to price quotations with a rand value less than R2 000.01.

I, the undersigned (NAME)……….………………………………………certify that :

I have read and understood the conditions of this RFQ;

I have supplied the required information and the information submitted as part of this RFQ is true and correct.

**Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Capacity: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

1. GENERAL CONDITIONS OF CONTRACT

<http://ocpo.treasury.gov.za/Resource_Centre/Legislation/General%20Conditions%20of%20Contract-%20Inclusion%20of%20par%2034%20CIBD.pdf>

1. RFQ SPECIFICATION

#### BACKGROUND TO THE ROAD ACCIDENT FUND

The Road Accident Fund (RAF) is a schedule 3A Public Entity established in terms of the Road Accident Fund Act, 1996 (Act No. 56 of 1996), as amended.  Its mandate is the provision of compulsory social insurance cover to all users of South African roads, to rehabilitate and compensate persons injured as a result of the negligent driving of motor vehicles in a timely and caring manner, and to actively promote the safe use of our roads. The RAF has its headquarters in Centurion - Pretoria and other offices country wide.

#### BACKGROUND OF THE PROJECT

The Road Accident Fund (RAF) wishes to appoint a suitable service provider to provide Client Service Orientation (Customer Service Training) for fifty-four (54) RAF employees as per Annex C specifications.

 **DETAILED SPECIFICATIO****N**

**Course Specification:**

* Number of delegates: 54
* The delegates will attend in three (3) groups. Group one (1) to group three (3) should consist of eighteen (18) staff members
* Each group will attend for two (2) days
* The training should be from 08:00 to 16:00.

**Topics to be covered:**

* Introduction to Client Service Orientation (Customer Service).
* Challenging self and others to achieve quality and client service standards.
* The concept 'customer' is defined within the public service context and contrasted with the commercial concepts categories.
* Methods of identifying customer needs are identified, explain, evaluated and applied in a public service context.
* Acknowledging the rights of clients within the parameters of the Organization’s mandate.
* Providing a prompt and efficient service to clients.
* Effectively balancing the needs of the client and the organization’s capability to meet those needs.
* Protecting the client's legitimate interests in the organization.
* Ensuring the team understands and delivers on the agreed service and quality levels.
* Ensuring the effective utilization of resources and leveraging of the culture, to provide a customer-focused service and quality.
* Optimally communicating with clients to create an environment of mutual understanding and trust.
* Identify opportunities to exceed the expectations of clients.
* Measuring Customer Service.
* Differentiating between good and bad service.
* Methods of specifying quality standards are understood and applied to meeting customer needs in the public service context.
* Good or bad service is identified in relationship to meeting or exceeding customer expectations.
* Good and bad service is identified in relationship to meeting or exceeding quality standards and specifications.
* Implement service delivery improvements that contribute to the achievement of overall public sector objectives.
* Institutional process for the management of service quality within the public service are identified and explained.
* Constrains on good service delivery are identified in public service contexts and described with examples.
* Threats and opportunities in identifying poor service delivery are explained and understood.
* Processes for managing constraints, threats and opportunities are identified and applied in a public service context.
* Continuous improvement methods and processes are understood and identified within public service processed and supported.
* Demonstrate an ability to deal with difficult customers.
* Empathy is always displayed towards the customer.
* Levels of authority with regard resolving customer problems within the public service are understood and applied.
* Active listening skills are understood and demonstrated with examples.
* Principles of good communication are understood and applied.
* Complaint handling procedures within public service processes are identified and supported.
* Recognize and apply the principles of Batho Pele in servicing customers.

**Accreditation**

* The service provider must be accredited with SETA (Sector Education Training Authority or QCTO (Quality Council for Trades and Occupations) or Higher Education and Training Authority.
* Service Provider must submit proof of a valid accreditation certificate.

 **Important Notes:**

* Service providers to provide course content on submission of quotations
* Course fees must include all course material and certificates of attendance
* The skills programme must be on NQF level 4 (Unit Standard is not required
* Training dates to be discussed before they are scheduled.
1. EVALUATION CRITERIA

* Phase 1: Mandatory Requirements.
* Phase 2: Evaluation for Price and Specific Goals based preference system on the 80/20.

All Bidders who do not meet Mandatory Requirements will be disqualified and will not be considered for further evaluation on Price and Specific Goals based preference system on the 80/20

**Mandatory Requirements**

**Service Providers must indicate by ticking (√) correct box indicating that they Comply OR do Not Comply.**

 Failure by service providers to produce these documents, will lead to disqualification.

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| MANDATORY REQUIREMENTS |
| **CONTENT** | **Compulsory** |
| **Comply** | **Do Not Comply** |
| **1** | **Accreditation**The service provider must be accredited with SETA (Sector Education Training Authority) or QCTO (Quality Council for Trades and Occupations) or Higher Education and Training Authority. **The service provider must submit valid proof of accreditation by the closing date and time of the RFQ.** |  |  |

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| **No** | **Description** | **Comply** | **Not comply** |
| **2** | **The service provider must provide a minimum of two (2) Reference Letters showing company experience where rendered Client Service Orientation or Customer Service or Customer Care Training was rendered****with the following details:*** **The name of the company at which the rendered Client Service Orientation or Customer Service or Customer Care Training were rendered.**
* **Contact Person.**
* **Contact Numbers or Email Address.**

**The reference letter should indicate that the service provider rendered Client Service Orientation or Customer Service or Customer Care Training Please note: The RAF will not accept a list of references and/or references listed on a table other than signed reference letters on a company letterhead from the client.  The RAF reserves the right to validate all reference letters submitted.  The reference letter(s) must be in the form of individual letter(s) from the respective clients.****NB: If the reference letters submitted do not include the information on the bullet points above will not be considered.****Service Provider must submit Reference Letter(s) by the closing date and time of the RFQ.** |  |  |

1. **Price and Specific Goals Evaluations**

The evaluation for Price and Specific Goals based preference system shall be based on the 80/20 and the points for evaluation criteria are as follows:

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| **Evaluation criteria**  | **Points** |
| **1.** | **Price** | **80** |
| **2.** | **Specific Goals**

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| # | Specific Goal | Proof | Points Allocation |
| 1 | South African citizen who had no franchise in national elections prior to the introduction of the Constitution of the Republic of South Africa, 1983 (Act 200 of 1983) or the Constitution of the Republic of South Africa, 1996. (minimum 51% ownership or more) | CSD Report | 10 |
| 2 | Women (minimum 51% ownership or more) | ID copy / CSD report | 8 |
| 3 | Persons with disabilities (minimum 51% ownership or more) | Valid medical certificate issued by an accredited medical practitioner | 2 |

 | **20** |
| **Total** | **100** |

1. COST BREAK DOWN
2. The service provider/supplier is required to provide a full cost breakdown for each item required on an official company letterhead;
3. In cases where a service provider submits two (2) different offers, the price stated on the RFQ document will be accepted for the basis of the evaluation purposes.
4. The service provider/supplier is required to list all additional costs associated with the services listed above, with the conditions of when such costs will apply;
5. All prices must be VAT inclusive (if VAT registered) and must be quoted in South African Rand (ZAR);
6. No price changes will be accepted after official Purchase Order (PO) is issued.

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| **NO.** | **ITEM DESCRIPTION** | **QUANTITIES** | **UNIT PRICE** | **TOTAL PRICE** |
| **1.** | Client Service Orientation (Customer Service) Training for two (2) days as per the specification on Annexure C **(Group 1)** | 18 |  |  |
| **2** | Client Service Orientation (Customer Service) Training for two (2) days as per the specification on Annexure C **(Group 2)** | 18 |  |  |
| **3** | Client Service Orientation (Customer Service) Training for two (2) days as per the specification on Annexure C **(Group 3)** | 18 |  |  |
| **TOTAL**  |  |
| **VAT (IF VAT REGISTERED)** |  |
| **GRAND TOTAL (VAT INCLUSIVE - IF VAT REGISTERED)** |  |

1. STANDARD BIDDING DOCUMENTS

SBD 4 Bidders Disclosure

SBD 6.1 in Terms of PPR 2022