



## REQUEST FOR PRICE QUOTATION

**For office use only:**

Reference No:	<b>DTIC/RB/DL/NC/2026</b>
Date RFQ Issued:	<b>02 February 2026</b>

**Request for Quotation on behalf of the Department of Trade, Industry and Competition (the dtic)**

**The dtic** hereby invites suitable service providers to provide the department with a quotation for the **delivery of digital literacy training to unemployed South Africans** in accordance with requirements as per Annexure A, or in accordance with the Terms of Reference (Scope of work).

### Service Provider Details

**To be completed by the service provider:**

Name of service provider	
CSD service provider Number	<b>MAAA</b>
Contact person	
Email address	
Telephone number	

### Enquiry and Closing Details

**For office use only:**

Contact person	R Mabaso
E-mail address	RMabaso@thedtic.gov.za
Telephone number	
<b>Closing date and time for quotation</b>	13 February 2026 (16:00)
Quotations to be e-mailed to <b>the dtic</b> provided email	Functional Proposal: <a href="mailto:RFQs@thedtic.gov.za">RFQs@thedtic.gov.za</a> Financial Proposal: <a href="mailto:FinancialProposals@thedtic.gov.za">FinancialProposals@thedtic.gov.za</a>

### Terms and Conditions

1. Quotations should be dated and signed preferably on the company's letterhead.
2. Quotations received after the closing date and time will not be considered.
3. Quotations received will be evaluated firstly on pre-compliance evaluation, then on functionality evaluation (**IF APPLICABLE**), and thereafter 80/20 point scoring basis. The 80 points will be for price and 20 points for preferential procurement specific goals.
4. No quotation will be considered from service providers employed by the state.
5. **Quotations should be valid for a minimum period of 60 days from the date the RFQ closed.**
6. All prices quoted must be VAT inclusive, service providers not registered for VAT must indicate this clearly on their quotation. For VAT vendors, if no indication is provided quotations will be evaluated as VAT inclusive.
7. **The attached SBD 1, SBD 4, RFQ with POPIA consent form must be completed in full and submitted together with the quotation.**
8. Bidders who wish to claim for preferential procurement points applicable to this RFQ must ensure that the **SBD 6.1** claim form is completed and accompanied by the relevant proof required. Failure on the part of the bidder to complete table 1 of SBD 6.1, it will be interpreted to mean that preference points for specific goals are not claimed irrespective of the relevant proofs attached.  
**HDI(Race, Women and People with disabilities)**
  - Submit proof of disability (Letter from General Practitioner/specialist with regard to your disability is required to substantiate a claim)
  - Proof of Race and women-attach latest CSD report

**Small Medium Micro Enterprises (SMME's)**



- Sars return indicating annual turnover/ B-BBEE certificate/ CIPC B-BBEE certificate / Sworn Affidavit fully completed as per B-BBEE guide paragraph 17

**Local Procurement (Provincial / Municipal)**

- Proof of address (municipal rates/ bank statements/ lease agreement / affidavit or any latest statement not older than three months containing proof of address)

**B-BBEE compliance based on Section 10 of the B-BBEE Act (Act 53 of 2003 as amended by Act 46 of 2013)**

- B-BBEE certificate/ CIPC B-BBEE certificate / sworn Affidavit fully completed as per BBBEE guide paragraph 17

9. ***Failure on the part of a service provider to submit proof or documentation required in terms of this RFQ to claim points for specific goals with the RFQ, will be interpreted to mean that preference points for specific goals are not claimed.***

10. Service providers who wish to render services to **the dtic** must register on CSD and ensure banking details are verified.

11. All prices quoted MUST be firm for the duration of the contract. Where Rate of Exchange is applicable, conditions must be stipulated on the quotation.

12. All quotations must be strictly in accordance with Annexure A.

13. **the dtic** reserves the right to appoint more than one service provider as deemed necessary, furthermore the department reserves the right not to appoint.

14. Price offered by the service provider scoring the highest points must be reasonable and market related

**Please note:**

**EVALUATION CRITERIA**

- Quotations will be evaluated based on the 80/20 preference, where 80/20 principle will apply to all procurement with a rand value of up to R50 million (all applicable taxes included)<sup>1</sup>. 80 Points will be allocated for price and 20 points will be used for preferential procurement in line with the specific goals.
- Refer to SBD 6.1 form for specific goals
- Contract will be awarded to the bidder who scores the highest total points<sup>2</sup>
- This RFQ is line with the PREFERENTIAL PROCUREMENT REGULATION 2022

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<sup>1</sup> "all applicable taxes" includes value-added tax, pay as you earn, income tax, unemployment insurance fund contributions and skills development levies;

<sup>2</sup> "highest total points" equals the point scored for price added to the points for preferential procurement and RDP goals.



the dtic

Department:  
Trade, Industry and Competition  
REPUBLIC OF SOUTH AFRICA



the dtic - together, growing the economy

the dtic Customer Contact Centre: 0861 843 384

the dtic Website: www.thedtic.gov.za



## POPIA CONSENT FORM

The Bidder and the proposed team/ individuals proposed by the Bidding entity to perform work in line with the requirements stipulated in this request for quotation(RFQ) document, hereby give their consent to **the dtic** and its Officials involved in the evaluation / recommendation / award / drafting of SLA / verification of submissions, processing of purchase orders and invoices, to process our personal information for all purposes related to this request for quotation (RFQ) process and possible subsequent contract, in accordance with the provisions of the Protection of Personal Information (POPI) Act, 2013 (Act no. 4 of 2013) & Protection of Information Act, 1982 (Act no. 84 of 1982),

.....  
Signature

.....  
Date

.....  
Position

.....  
Name of bidder

**ANNEXURE A**

<b>Requirement list / Specifications</b>				
<b>SUBJECT:</b>				
<b>Item No</b>	<b>Number of Units</b>	<b>Item description</b>	<b>Unit Price</b>	<b>Total</b>
1	100	Deliver digital literacy training to 100 unemployed South Africans.		
2				
3				
4				
5				
6				
7				
8				
9				
10				
14				
15				
16				
18				
		<b>Total excluding VAT</b>		
		<b>VAT @ 15% if applicable</b>		
		<b>TOTAL INCLUDING VAT</b>		

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Company Name

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Signature

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Date

**PART A**  
**INVITATION TO BID**

<b>YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE (DEPARTMENT OF TRADE, INDUSTRY AND COMPETITION)</b>					
BID NUMBER:	DTIC/RB/DL/NC/2026	CLOSING DATE:	13 February 2026	CLOSING TIME:	16:00
DESCRIPTION Digital Literacy Training					
<b>BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT (STREET ADDRESS)</b>					
Service provider are required to submit their proposal by email to RFQs@thedtic.gov.za					
<b>BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO</b>			<b>TECHNICAL ENQUIRIES MAY BE DIRECTED TO:</b>		
CONTACT PERSON	R Mabaso		CONTACT PERSON	T Ramakokovhu	
TELEPHONE NUMBER			TELEPHONE NUMBER		
FACSIMILE NUMBER			FACSIMILE NUMBER		
E-MAIL ADDRESS	RMabaso@thedtic.gov.za		E-MAIL ADDRESS	TRamakokovhu@thedtic.gov.za	
<b>SUPPLIER INFORMATION</b>					
NAME OF BIDDER					
POSTAL ADDRESS					
STREET ADDRESS					
TELEPHONE NUMBER	CODE		NUMBER		
CELLPHONE NUMBER					
FACSIMILE NUMBER	CODE		NUMBER		
E-MAIL ADDRESS					
VAT REGISTRATION NUMBER					
SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:		OR	CENTRAL SUPPLIER DATABASE No:	MAAA
B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE	TICK APPLICABLE BOX]		B-BBEE STATUS LEVEL SWORN AFFIDAVIT		[TICK APPLICABLE BOX]
	<input type="checkbox"/> Yes	<input type="checkbox"/> No			<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>[A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/ SWORN AFFIDAVIT (FOR EMES &amp; QSEs) MUST BE SUBMITTED IN ORDER TO QUALIFY FOR PREFERENCE POINTS FOR B-BBEE]</b>					
ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES ENCLOSURE PROOF]		ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED?		<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES, ANSWER THE QUESTIONNAIRE BELOW]
<b>QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS</b>					
IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?				<input type="checkbox"/> YES <input type="checkbox"/> NO	
DOES THE ENTITY HAVE A BRANCH IN THE RSA?				<input type="checkbox"/> YES <input type="checkbox"/> NO	
DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?				<input type="checkbox"/> YES <input type="checkbox"/> NO	
DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?				<input type="checkbox"/> YES <input type="checkbox"/> NO	
IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION?				<input type="checkbox"/> YES <input type="checkbox"/> NO	
IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 BELOW.					

## PART B

### TERMS AND CONDITIONS FOR BIDDING

#### **1. BID SUBMISSION:**

- 1.1. BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.
- 1.2. **ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED–(NOT TO BE RE-TYPED) OR IN THE MANNER PRESCRIBED IN THE BID DOCUMENT.**
- 1.3. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2017, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.
- 1.4. **THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7).**

#### **2. TAX COMPLIANCE REQUIREMENTS**

- 2.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.
- 2.2 BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VERIFY THE TAXPAYER'S PROFILE AND TAX STATUS.
- 2.3 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE WWW.SARS.GOV.ZA.
- 2.4 BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.
- 2.5 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED, EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.
- 2.6 WHERE NO TCS PIN IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.
- 2.7 NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE, COMPANIES WITH DIRECTORS WHO ARE PERSONS IN THE SERVICE OF THE STATE, OR CLOSE CORPORATIONS WITH MEMBERS PERSONS IN THE SERVICE OF THE STATE.”

**NB: FAILURE TO PROVIDE / OR COMPLY WITH ANY OF THE ABOVE PARTICULARS MAY RENDER THE BID INVALID.**

**SIGNATURE OF BIDDER:** .....

**CAPACITY UNDER WHICH THIS BID IS SIGNED:** .....  
(Proof of authority must be submitted e.g. company resolution)

**DATE:** .....

## BIDDER'S DISCLOSURE

### 1. PURPOSE OF THE FORM

Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa and further expressed in various pieces of legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.

Where a person/s are listed in the Register for Tender Defaulters and / or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

### 2. Bidder's declaration

2.1 Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest<sup>1</sup> in the enterprise, employed by the state? **YES/NO**

2.1.1 If so, furnish particulars of the names, individual identity numbers, and, if applicable, state employee numbers of sole proprietor/ directors / trustees / shareholders / members/ partners or any person having a controlling interest in the enterprise, in table below.

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<sup>1</sup> the power, by one person or a group of persons holding the majority of the equity of an enterprise, alternatively, the person/s having the deciding vote or power to influence or to direct the course and decisions of the enterprise.

Full Name	Identity Number	Name of State institution

2.2 Do you, or any person connected with the bidder, have a relationship with any person who is employed by the procuring institution? **YES/NO**

2.2.1 If so, furnish particulars:

.....  
.....

2.3 Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise whether or not they are bidding for this contract? **YES/NO**

2.3.1 If so, furnish particulars:

.....  
.....

**3 DECLARATION**

I, (name and surname) ..... the undersigned, in submitting the accompanying bid, do hereby make the following statements that I certify to be true and complete in every respect:

- 3.1 I have read and I understand the contents of this disclosure;
- 3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;
- 3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium<sup>2</sup> will not be construed as collusive bidding.
- 3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.
- 3.5 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.
- 3.6 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring

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<sup>2</sup> Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.

**SBD4**

institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.

3.7 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT.

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....  
Signature

.....  
Date

.....  
Position

.....  
Name of bidder

**PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL  
PROCUREMENT REGULATIONS 2022**

This preference form must form part of all tenders invited. It contains general information and serves as a claim form for preference points for specific goals.

**NB: BEFORE COMPLETING THIS FORM, TENDERERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF THE TENDER AND PREFERENTIAL PROCUREMENT REGULATIONS, 2022**

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**1. GENERAL CONDITIONS**

1.1 The following preference point systems are applicable to invitations to tender:

- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and
- the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).

1.2 **To be completed by the organ of state**  
*(delete whichever is not applicable for this tender).*

- a) The applicable preference point system for this tender is the **90/10** preference point system.
- b) The applicable preference point system for this tender is the **80/20** preference point system.
- c) Either the **90/10 or 80/20 preference point system** will be applicable in this tender. The lowest/ highest acceptable tender will be used to determine the accurate system once tenders are received.

1.3 Points for this tender (even in the case of a tender for income-generating contracts) shall be awarded for:

- (a) Price; and
- (b) Specific Goals.

1.4 **To be completed by the organ of state:**

The maximum points for this tender are allocated as follows:

	POINTS
PRICE	80
SPECIFIC GOALS	20
<b>Total Points for Price and SPECIFIC GOALS</b>	<b>100</b>

- 1.5 Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.
  
- 1.6 The organ of state reserves the right to require of a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the organ of state.

## 2. DEFINITIONS

- (a) “**tender**” means a written offer in the form determined by an organ of state in response to an invitation to provide goods or services through price quotations, competitive tendering process or any other method envisaged in legislation;
- (b) “**price**” means an amount of money tendered for goods or services, and includes all applicable taxes less all unconditional discounts;
- (c) “**rand value**” means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;
- (d) “**tender for income-generating contracts**” means a written offer in the form determined by an organ of state in response to an invitation for the origination of income-generating contracts through any method envisaged in legislation that will result in a legal agreement between the organ of state and a third party that produces revenue for the organ of state, and includes, but is not limited to, leasing and disposal of assets and concession contracts, excluding direct sales and disposal of assets through public auctions; and
- (e) “**the Act**” means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000).

## 3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

### 3.1. POINTS AWARDED FOR PRICE

#### 3.1.1 THE 80/20 OR 90/10 PREFERENCE POINT SYSTEMS

A maximum of 80 or 90 points is allocated for price on the following basis:

<b>80/20</b>	<b>or</b>	<b>90/10</b>
--------------	-----------	--------------

$$Ps = 80 \left( 1 - \frac{Pt - P_{min}}{P_{min}} \right) \text{ or} \quad Ps = 90 \left( 1 - \frac{Pt - P_{min}}{P_{min}} \right)$$

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmin = Price of lowest acceptable tender

### 3.2. FORMULAE FOR DISPOSAL OR LEASING OF STATE ASSETS AND INCOME GENERATING PROCUREMENT

#### 3.2.1. POINTS AWARDED FOR PRICE

A maximum of 80 or 90 points is allocated for price on the following basis:

<b>80/20</b>	<b>or</b>	<b>90/10</b>
$Ps = 80 \left( 1 + \frac{Pt - P_{max}}{P_{max}} \right)$ or		$Ps = 90 \left( 1 + \frac{Pt - P_{max}}{P_{max}} \right)$

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmax = Price of highest acceptable tender

### 4. POINTS AWARDED FOR SPECIFIC GOALS

- 4.1. In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in table 1 below as may be supported by proof/ documentation stated in the conditions of this tender:
- 4.2. In cases where organs of state intend to use Regulation 3(2) of the Regulations, which states that, if it is unclear whether the 80/20 or 90/10 preference point system applies, an organ of state must, in the tender documents, stipulate in the case of—
  - (a) an invitation for tender for income-generating contracts, that either the 80/20 or 90/10 preference point system will apply and that the highest acceptable tender will be used to determine the applicable preference point system; or
  - (b) any other invitation for tender, that either the 80/20 or 90/10 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system,

then the organ of state must indicate the points allocated for specific goals for both the 90/10 and 80/20 preference point system.

**Table 1: Specific goals for the tender and points claimed are indicated per the table below.**

*(Note to organs of state: Where either the 90/10 or 80/20 preference point system is applicable, corresponding points must also be indicated as such.*

*Note to tenderers: The tenderer must indicate how they claim points for each preference point system.)*

The specific goals allocated points in terms of this tender	Number of points allocated (90/10 system) (To be completed by the organ of state)	Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (90/10 system) (To be completed by the tenderer)	Number of points claimed (80/20 system) (To be completed by the tenderer)
HDI (Race / Women/ People with disability )		2		
Local Procurement		6		
SMME's		2		
B-BBEE		10		

#### **DECLARATION WITH REGARD TO COMPANY/FIRM**

4.3. Name of company/firm.....

4.4. Company registration number: .....

#### **4.5. TYPE OF COMPANY/ FIRM**

- Partnership/Joint Venture / Consortium
- One-person business/sole proprietor
- Close corporation
- Public Company
- Personal Liability Company
- (Pty) Limited
- Non-Profit Company
- State Owned Company

[TICK APPLICABLE BOX]

4.6. I, the undersigned, who is duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the specific goals as advised in the tender, qualifies the company/ firm for the preference(s) shown and I acknowledge that:

- i) The information furnished is true and correct;
- ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;
- iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct;
- iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have –
  - (a) disqualify the person from the tendering process;
  - (b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;
  - (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;
  - (d) recommend that the tenderer or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and
  - (e) forward the matter for criminal prosecution, if deemed necessary.

.....  
**SIGNATURE(S) OF TENDERER(S)**

**SURNAME AND NAME:** .....

**DATE:** .....

**ADDRESS:** .....



## THE TERMS OF REFERENCE

*To invite proposal to appoint a Service Provider to deliver digital literacy training to unemployed South Africans*

### Table of Contents

1	PURPOSE.....	2
2	BACKGROUND .....	2
3	OBJECTIVES.....	2
4	MANDATORY PROPOSAL REQUIREMENTS.....	2
5	PROPOSAL REQUIREMENTS.....	3
6	TRAINING CONTENT & PROJECT IMPLEMENTATION PLAN.....	4
7	SCOPE OF WORK .....	8
8	DELIVERABLES .....	4
9	THE BENEFICIARY GROUP (DELEGATES / TRAINEES) .....	10
10	QUALIFICATIONS, EXPERIENCE AND EXPERTISE.....	5
11	DUE DILIGENCE .....	Error! Bookmark not defined.
12	SPECIAL CONDITIONS.....	Error! Bookmark not defined.
13	PRICE .....	8
14	THE DTIC OBLIGATIONS .....	9
15	SERVICE PROVIDER'S OBLIGATION.....	9
16	BID EVALUATION CRITERIA.....	Error! Bookmark not defined.
17	CONTRACTUAL PERIOD.....	13
18	SUBMISSION DETAILS.....	Error! Bookmark not defined.

## **REQUEST FOR PROPOSALS:**

The Department of Trade, Industry and Competition (**the dtic**) invites interested service providers to submit proposals for providing digital skills training to one hundred (100) unemployed South Africans in Northern Cape Province.

**NOTE:** Should a vendor have reason to believe that the specification / Terms of Reference are not open to promote competition or that it is written based on a particular brand / product / entity; the vendor shall notify the Bid Office of **the dtic** within ten (10) calendar days after publication of the bid.

### **1. PURPOSE**

The purpose of the project is to undertake the digital literacy training to one hundred (100 trainees) unemployed South Africans in Northern Cape province for the financial years 2025/2026 government Financial Year.

### **2. BACKGROUND**

- 2.1 Digital skills are defined as a range of abilities to use digital devices, communication applications and networks to access and manage information. These abilities enable people to create and share digital content; communicate and collaborate; solve problems; and actively participate in the digital economy. The specialized digital training offers the beneficiaries in digital technologies with data science, artificial intelligence, cybersecurity, software development, and others at an entry-level to intermediate level, with an industry certification.
- 2.2 The digital economy refers to all economic activities that either rely on digital input or use digital input to make significant enhancements. Digital input includes digital technology, digital infrastructure, digital services and digital data.
- 2.3 Currently, the demand for digital skills outweighs the supply. While digital skills will be required in all sectors of the South African economy, many local businesses lack the skills needed to operate, innovate, and compete in the digital economy.
- 2.4 There is an acute awareness of the importance of digital skills to secure employment, but there is also a great need for young people to learn how

to use digital technologies. With employers looking for digital skills to increase growth and productivity, these skills are essential for young people to be more employable.

2.5 The digital skills range from basic computer literacy and internet navigation to advanced capabilities in data analysis, digital marketing, cybersecurity, and coding.

### **3. OBJECTIVES**

3.1 The Objectives of the training course is to conduct digital literacy training to unemployed South Africans in the province as mentioned in 4.1 for 2025/2026 Financial Years.

All the digital literacy training must be conducted physically or face to face and trainees must complete the training.

#### **3.2 Digital Literacy Training**

- One hundred (100 trainees) unemployed South Africans
- The training aims to achieve the following objectives:
- The trainees must be able to use basic digital tools such as internet, search engines, communication tools to access information, which can assist them in their day-to-day work or personal needs.
- The trainees must be able to store and move information in a secure way using available digital tools including cloud services.
- The trainees must be able to use digital tools to collaborate with others to complete tasks or projects.
- The trainees must be able to use basic computer applications to transact online in a secure way.

### **4. MANDATORY REQUIREMENTS**

#### **4.1 PROVINCE AND INFRASTRUCTURE**

- The service provider must be able to provide digital literacy training in the Northern Cape province as outlined in the table below:

Province	Number of unemployed trainees in digital literacy
<b>Total</b>	<b>100</b>
<b>Northern Cape</b>	<b>100</b>

- The service provider/s must have a well-established infrastructure with working equipment for digital training or have a partnership with TVET colleges; Universities; Colleges and Schools or any recognized institutions in the province. The service provider must submit a certificate that indicates that they own the infrastructure or have a lease agreement, where they have a partnership with TVET colleges; Universities; Colleges and Schools they must submit the signed and valid MOU/MOA.
- **the dtic** will visit the sites to inspect the infrastructure to confirm if they meet the acceptable standards for learning as outlined in the table 2 below. **the dtic** reserves the right to cancel the contract if the standards are not met.

**Table 2: Infrastructure Standard requirements**

Requirements	Description
1. Location and Access	<ul style="list-style-type: none"> <li>• Roads accessible in all weathers</li> <li>• Site close to the residents</li> <li>• Transport is accessible for students who live further away</li> </ul>
2. Basic Facilities	<ul style="list-style-type: none"> <li>• Clean drinking water available for trainees.</li> <li>• Toilets working, clean, and sufficient for the number of trainees</li> <li>• Toilets accessible to trainees with disabilities</li> <li>• Waste disposal (bins, recycling) adequate and hygienic</li> <li>• Canteens or restaurants available</li> <li>• safe and clean area for trainees to take breaks</li> <li>• Learning environment protected from all weather conditions (roof, windows, heating/cooling where needed)</li> </ul>
3. Signage and Navigation	<ul style="list-style-type: none"> <li>• Clear signs to bathrooms, exits, and emergency assembly points</li> <li>• Classroom/lab doors clearly labelled</li> </ul>

	<ul style="list-style-type: none"> <li>Emergency exits and safety equipment (fire extinguisher, first aid kit)</li> </ul>
4. Lab Space	<ul style="list-style-type: none"> <li>Dedicated lab for digital skills training</li> <li>Lab secure (lockable doors/windows)</li> <li>Seating capacity aligned with the number of computers and tables provided</li> <li>Ventilation adequate</li> </ul>
5. Power Supply	<ul style="list-style-type: none"> <li>Electricity available for lights and computer connection</li> <li>Backup for when power goes off (lights and computer connection)</li> <li>Safe wiring/outlets</li> <li>Enough plugs for all devices</li> </ul>
6. Internet and connectivity	<ul style="list-style-type: none"> <li>Internet connection reliable</li> <li>Cellphone network signal available</li> <li>Bandwidth adequate for training</li> <li>Wi-Fi access for students</li> <li>Offline access plan in place</li> </ul>
7. ICT Equipment	<ul style="list-style-type: none"> <li>Laptops or Desktop</li> <li>Processor core i5 or Ryzen 5 (or later version)</li> <li>Operating System (Windows, Linux, Mac or Dual)</li> <li>Office Suit 2019 or later</li> </ul>
8. Human Resources	<ul style="list-style-type: none"> <li>Lab Technician/IT Support</li> <li>Trainer(s) available</li> <li>Program Coordinator</li> </ul>
9. Safety and Environment	<ul style="list-style-type: none"> <li>Fire extinguisher available</li> <li>First aid kit available</li> <li>Security and accessibility control</li> <li>Emergency exits marked</li> <li>Area secure</li> </ul>
10. Declaration of risks (if any)	<ul style="list-style-type: none"> <li>Unreliable Electricity</li> <li>Poor Internet</li> <li>Insufficient Devices</li> <li>Security issues</li> <li>Accessibility issues</li> <li>Other</li> </ul>

4.2 Proposals must include the following information:

Proof of registration of the service provider with an appropriate SETA or accreditation body (attach proof of registration with relevant body).

**FAILURE TO COMPLY WITH 4.2 ABOVE WILL AUTOMATICALLY INVALIDATE THE PROPOSAL.**

## 5. PROPOSAL REQUIREMENTS

5.1 Proposals must include the following:

- 5.1.1 Cover page and Title;
- 5.1.2 Executive summary;
- 5.1.3 Training content;
- 5.1.4 Training methodology, assessment approach and certification of trainees;
- 5.1.5 Project implementation plan;
- 5.1.6 Experience of the service provider;
- 5.1.7 Experience of the facilitators, CV, profile and relevant qualification(s);
- 5.1.8 Evidence (Reference letters) in delivering the digital literacy training;
- 5.1.9 The Financial Proposal should contain a quotation for the delivery of digital literacy training;
- 5.1.10 Each Service provider must submit 1 copy of their proposal by email.

## 6. TRAINING CONTENT AND PROJECT IMPLEMENTATION PLAN

6.1 The digital literacy training must not exceed Five (5) days per enrolment, and all trainees' enrolled must complete the training and be awarded with certificates.

The service provider must train 20 - 25 trainees per session;

The digital literacy training will be delivered to unemployed South Africans. The table below outlines the standard to prospective service providers. Prospective service provider/s must adhere to these.

6.2 The digital literacy training must not exceed five (5) days.

### Training Modules

<b>Module 1: End-User computing</b>	Topic 1: Computer hardware essentials Topic 2: User identities in computing Topic 3: Device Access management
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	<p>Topic 4: Introduction to Computer software applications for the end-user</p> <p>Topic 5: Exploring the device and its applications</p>
<b>Module 2: Computer software essentials</b>	<p>Topic 1: Generally used computer software (Microsoft, Adobe, PDF, flash and others)</p> <p>Topic 2: Introduction to Microsoft 365 Packages (Word, Excel, PowerPoint, Outlook, Teams and others)</p> <p>Topic 3: Introduction to security software</p> <p>Topic 4: Introduction to interactive computer software (Zoom, WebEx, Skype, Google meet and others)</p>
<b>Module 3: Communication using a technology device</b>	<p>Topic 1: Effective use of e-mail applications</p> <p>Topic 2: Setting up an e-mail account</p> <p>Topic 3: Professional writing of e-mails</p> <p>Topic 4 The do and don'ts of using e-mail</p> <p>Topic 5: Emails as a record of communications</p> <p>Topic 6: Ethical considerations in e-mail usage</p> <p>Topic 7: Exploring practical aspects of using e-mail</p>
<b>Module 4: The internet as a digital tool</b>	<p>Topic 1: Internet connectivity</p> <p>Topic 2: The internet as an information hub (Usage of search engines)</p> <p>Topic 3: Desktop research and information packaging using the internet</p> <p>Topic 4: Available online applications for personal use (Heath, safety, traffic, personal career profiling, Government services, Career sites etc.)</p> <p>Topic 5: Saving and accessing information in the cloud</p> <p>Topic 5: Online transactions</p> <p>Topic 6: Cybersecurity and online safety</p>
<b>Module 5: Readiness to use 4IR technologies</b>	<p>Topic 1: Use of artificial intelligence in everyday settings</p> <p>Topic 2: Available data analytics tools</p>

### 6.3 Training methodology and certification of trainees:

The following proposed training methodology to be used by the service provider/s:

- 6.3.1 Diagnostic assessments – identify the trainees' current knowledge on the subject, their skills set and capabilities, and clarify misconceptions, before learning takes place. Example: knowledge questionnaire.
- 6.3.2 Formative assessments – provides feedback and information to trainees during the instructional process, whilst learning is taking place. Examples are: in-class activities (syndicate assignments; presentations; observations etc.);
- 6.3.3 Summative assessments – takes place after the learning has been completed and provides information and feedback that sums up the teaching and learning process. Example is: Portfolio of Evidence (PoE)
- 6.3.4 Certification of Competence.

#### **6.4 Project implementation plan**

- 6.4.1 The service provider/s must submit a detailed project implementation plan detailing the tasks, activities and target dates for the work to be undertaken with clear responsibilities.

### **7. SCOPE OF WORK**

The service provider/s will be required to carry out the following:

- 7.1 Development of all assessment tools (diagnostic; formative and summative assessments), if not yet in place;
- 7.2 Development of the training manual and the evaluation questionnaire in accordance with **the dtic** requirements;
- 7.3 Development of a detailed implementation plan before the signing of the Service Level Agreement (SLA);
- 7.4 Presenting the training course to **the dtic** during a consultation session and incorporate inputs from **the dtic** to enhance the course.
- 7.5 Provision of training manuals, assessments, stationary for participants and laptop for the facilitator for the full duration of the training course;
- 7.6 Market the programme (digital training) and enrol the trainees to attend
- 7.7 Provide the necessary enticement to the trainees (e.g. refreshments or stipend)

- 7.8 Delivery of 5 days digital literacy training to unemployed South African as outlined per session;
- 7.9 The service provider/s must conduct the digital literacy training in the province mentioned in section 4.1.
- 7.10 Compile and submit to the dtic the names of trainees who have completed the course and an evaluation report in the required format within two (2) weeks after the training/session delivery. The report will have the following format;
  - a. Cover Page and Title
  - b. Executive Summary
  - c. Introduction
    - i. *Overview of project and its goal*
  - d. Evaluation Framework
    - i. *Purpose of the evaluation*
    - ii. *Key evaluation questions*
  - e. Evaluation findings (Customisation of the evaluation questionnaire in accordance with **the dtic** standards)
  - f. Conclusion and Recommendations
  - g. Completion rate and copy of Certification of participants
- 7.11 Provision of extra training manual to **the dtic** for record keeping and for future reference.

## 8. DELIVERABLES

The project activities by the service provider/s will include the following milestones to be delivered to undertake the training:

- 8.1 Develop project implementation plan;
- 8.2 Customisation of the learning content;
- 8.3 Monitoring and evaluation of day-to-day training delivery;
- 8.4 Provision of learning content and review;
- 8.5 The delivery of the actual training, assessment and;

8.6 Certificates of completion to the trainees upon completion of the session as outlined in 6.1

## **9. The dtic's responsibility**

9.1 Briefing session

9.2 Training Evaluation report to the dtic.

9.3 **the dtic** will be responsible for the following logistical arrangements:

9.3.1 Regular visits and regular monitoring of the training process; the site and infrastructure and the welfare of the trainees;

9.3.2 Pre-training briefing session;

9.3.3 Provide the evaluation report format/ template to the appointed service provider;

9.3.4 Effect payment for services rendered in accordance with **the dtic** terms of reference within 30 days after training delivery and receipt of the evaluation report.

9.3.5 **the dtic** may terminate the contract if the service provider is not competent to deliver the digital literacy training or the infrastructure is not maintained; after they have been advised to improve the services (training or the infrastructure is not maintained) in writing once but failed to improve.

9.3.6 Allocate personnel or representatives to exercise oversight on the agreed training programmes

9.3.7 Support the impact assessment of the delivered programmes

9.3.8 Participate in the project steering committee for the purpose of monitoring and evaluation.

9.3.9 Provide support in the identification of key stakeholders in the project, including the identification of the beneficiaries of the training programmes

## **10. THE BENEFICIARY GROUP (DELEGATES / TRAINEES)**

10.1 The beneficiary group will consist of the following:

- The unemployed South African, youths and graduates not employed.

## 11. QUALIFICATIONS, EXPERIENCE AND EXPERTISE

11.1 The service provider/s must provide enough number of facilitators plus the project leader for this project, and they must comply with the following requirements:

11.1.1 For digital literacy training: project leader should all be in possession of a recognized certificate in digital or end user computing, plus a minimum of one (1) experience in the delivery of Digital Literacy training; and facilitators should have a certificate in all the courses as mentioned in 6.2.1 and a minimum of one (1) year experience in the delivery of Digital Literacy training;

11.1.2 The facilitators should have the following skills:

- i. Presentation / Facilitation
- ii. Customer Care
- iii. Project Management
- iv. Marketing – This is only for the project Leader
- v. Peoples' Management.

11.1.3 Bidders must submit comprehensive CV's of all proposed facilitators in the following format:

**1<sup>st</sup> Column:** Name and ID number of proposed facilitators; **2<sup>nd</sup> column:** Relevant qualification(s) and courses successfully completed; **3<sup>rd</sup> column:** number of years' relevant experience indicated in numerical format; **4<sup>th</sup> column:** Projects and references to prove relevant experience and knowledge in field of expertise (as indicated in below table).

Name and Surname number of proposed facilitators	Relevant qualification(s) and courses successfully completed	Number of years' relevant experience in numerical format	Projects and references to prove relevant experience and knowledge in field of expertise

11.1.5 The bidding company must have a minimum of **five (5) years'** experience in the successful delivery of Digital literacy training.

11.1.6 The bidding company must submit a minimum of 3 reference letters from former clients to prove successful delivery of similar training courses provided. These reference letters must include the following

details: (1) the type of project; (2) the period of the project (start and end date); and (3) scope of the work.

11.1.7 The bidding company must have the following competencies in its organisation:

11.1.7.1 Solid foundation in digital and technical knowledge

11.1.7.2 Outcomes-based learning design and development skills

11.1.7.3 Learning programme and learner assessment skills

11.1.7.4 Project management skills

11.1.7.5 Training management skills

**NB:** **the dtic** reserves the right to vet all documentation and information provided by bidders to prove their relevant experience and ability to perform the service.

## **12. DUE DILIGENCE**

12.1 The bidder must have current technical and logistical capacity to perform the work required. **the dtic** reserves the right to perform due diligence on facilities, resources and capacity of a bidder prior to the appointment of a service provider.

## **13. SPECIAL CONDITIONS**

13.1. A Service Level Agreement must be signed with the successful bidder before work commences. A contractual relationship will only commence once a Service Level Agreement is signed between the parties;

13.2. Proposed key staff members must participate actively and be available to perform services in accordance with the contract. In instances where a proposed key staff member is not available to perform services at a specific period in time, the bidder will be responsible to provide a replacement with similar qualifications and experience in order to guarantee the same standard of work to **the dtic**. Each key team member's role must be clearly outlined in the project plan;

- 13.3. A project plan detailing the tasks, activities and target dates for the work to be undertaken should be submitted to **the dtic** within 10 working days after appointment of the successful Service Provider. Each key team member's role must be clearly outlined in the project plan;
- 13.4. As previously indicated **the dtic** reserves the right to vet all qualifications and other documentation provided by bidders to prove relevant qualifications, experience and expertise prior to the appointment of a Service Provider;
- 13.5. Copyright and intellectual property rights to all documentation, reports etc. that emanate from this assignment will vest with **the dtic**;
- 13.6. This bid and all contracts emanating there from will be subject to the General Conditions of Contract issued in accordance with Treasury Regulation 16A published in terms of the Public Finance Management Act, 1999 (Act 1 of 1999). Special Conditions of Contract are supplementary to that of the General Conditions of Contract. Not all bids will contain special conditions of contract. Where, however, the Special Conditions of Contract are in conflict with the General Conditions of Contract, the Special Conditions of Contract prevail;
- 13.7. Bids received after the closing date and time, at the address indicated in the bid documents, will not be accepted for consideration and where possible, be returned unopened to the bidder;
- 13.8. Bidders' attention is drawn to the fact that amendments to any of the Bid Conditions or setting of counter conditions by bidders may result in the invalidation of such bids;
- 13.9. The State reserves the right to conduct supplier due diligence prior to final award or at any time during the contract period. This may include site visits;
- 13.10. The contact Officials of **the dtic** may communicate with bidders where clarity is sought after the closing date of the bid and prior to the award of the contract, or to extend the validity period of the bid, if necessary;
- 13.11. All communication between the bidder and the contact Officials of **the dtic** must be done in writing;
- 13.12. Bidders must ensure that they are registered on the Central Supplier Database of the National Treasury as this is compulsory in order for bidders to be considered for bids;

- 13.13. Bidders must ensure that their tax matters are in order in line with the Preferential Procurement Policy Framework Act and the Treasury Regulations;
- 13.14. Bidders' whose tax matters are not declared to be in order will be disqualified;
- 13.15. Bidders' attention is drawn to the tax requirements stated on the SBD 1 form;
- 13.16. Where applicable acceptance of a bid will be subject to the condition that both the contracting firm and its personnel providing the service must be cleared by the appropriate authorities to the level of CONFIDENTIAL/SECRET/TOP SECRET (whichever one is stipulated in the relevant specification / ToR). Obtaining a positive recommendation is the responsibility of the contracting firm concerned. If the principal contractor appoints a subcontractor, the same provisions and measures will apply to the subcontractor. Acceptance of the tender is also subject to the condition that the contractor will implement all such security measures as the safe performance of the contract may require.” (Minimum Information Security Standards. Chapter 5);
- 13.17. The points scored for functionality, price and preferential procurement points will be rounded off to the nearest 2 decimals;
- 13.18. In cases where the tenderer uses sub-contracting, then it is the responsibility of the tenderer to select competent sub-contractors that meet all the requirements of the r in order to ensure that the bidders tender is not jeopardized by the subcontractor during evaluation. Bidders are responsible for all due diligence on their subcontractors;
- 13.19. In cases where above market related prices are quoted the right is reserved to negotiate with the three preferred bidders (three highest on final points for price and preferential procurement points);
- 13.20. Bidders to take note that the award of the tender may be subject to price negotiation with the preferred bidder;
- 13.21. This is subject to the PPPFA and its Regulations and *the dtic's* SCM Policy;
- 13.22. Bidders must submit concrete proof of the existence of joint ventures and/or consortium arrangements. **the dtic** will accept signed agreements as acceptable proof of the existence of a joint venture and/or consortium arrangement;
- 13.23. The joint venture and/or consortium agreements must clearly set out the roles and responsibilities of the Lead Partner and the joint venture and/or consortium party. The agreement must also clearly identify the Lead Partner,

who shall be given the power of attorney to bind the other party/parties in respect of matters pertaining to the joint venture and/or consortium arrangement;

13.24. Regulation 13 (c) of the Public Service Regulations 2016 determines that an employee shall not conduct business with an organ of state or be a director of a public or private company conducting business with an organ of state unless such employee is in an official capacity a director of a company listed in schedule 2 and 3 of the Public Finance Management Act. **As this regulation prohibits public service employees from conducting business with an organ of state; either in a personal capacity or as a director of a private or public company, non-compliance with this regulation will lead to automatic disqualification of a bid;**

**the dtic** reserves the right:

13.25. To award this tender to a bidder that did not score the highest total number of points, only in accordance with section 2(1)(f) of the PPPFA (Act 5 of 2000);

13.26. To negotiate with one or more preferred bidder(s) identified in the evaluation process, regarding any terms and conditions, including price without offering the same opportunity to any other bidder(s) who has not been awarded the status of the preferred bidder(s);

13.27. To accept part of a tender rather than the whole;

13.28. To carry out site inspections, product evaluations or explanatory meetings in order to verify the nature and quality of the services offered by the bidder(s), whether before or after adjudication of the Bid;

13.29. To correct any mistakes at any stage of the tender that may have been in the documents or occurred at any stage of the tender process;

13.30. To cancel and/or terminate the process at any stage, including after the Closing Date and/or after presentations have been made, and/or after tenders have been evaluated and/or after the preferred bidder(s) have been notified of their status as such;

13.31. Award to multiple bidders based either on size or geographic considerations;

13.32. **Bidders will be afforded an opportunity to pose questions relating to this RFQ/ToR up to 5 calendar days before closing date of the RFQ. Thereafter no queries/clarification requests will be responded to. Questions raised will be responded to one by one as received from potential bidders to assist in compilation of proposals. During the final**

**week of advertisement, the Bid Office of the dtic will post all questions asked and responses provided on the e-tender portal of National Treasury as well as the dtic's website where the original tender invitation is posted for transparency purposes;**

- 13.33. If the bidder failed to comply with any of the administrative pre-qualification requirements, or if **the dtic** is unable to verify whether the pre-qualification requirements are met, then **the dtic** reserves the right to:
  - 13.33.1. Reject the bid and not evaluate it, or
  - 13.33.2. Accept the bid for evaluation, on condition that the bidder must submit within seven (7) calendar days any supplementary information to achieve full compliance, provided that the supplementary information is administrative and not substantive in nature.
- 13.34. Incomplete pricing will lead to automatic disqualification as it will not be possible to compare the price with other bid prices;
- 13.35. Pricing in figures and pricing in words must be the same. Any discrepancy in these two will result in the pricing in figures will be deemed the bid price and will be used for comparison and contract purposes; and
- 13.36. Additional pricing may also lead to automatic disqualification in case where it hinders the comparison of prices (comparing apples with apples).

## **14. PRICE**

- 14.1 The bid price must be an all-inclusive price that represent the total cost for the full completion of the project in line with the entire terms of reference which will be payable by **the dtic** to the appointed Service Provider upon satisfactory work delivery, in accordance with an agreed payment schedule which must be linked to set deliverables. Bid prices are required in the form of hourly rates. The payment schedule will be stipulated in the SLA. The Bid Price MUST be a fixed price. No price escalations will be considered. **Any price condition that contradicts the fixed price requirement will lead to automatic disqualification of a proposal.**
- 14.2 The bid price must be inclusive of VAT and quoted in RSA currency.
- 14.3 Consultants will only be remunerated in accordance with the cost containment measures determined by National Treasury and or the SCM Policy of **the dtic**.

## 15. TRAVEL AND ACCOMMODATION REQUIRED FOR THE PROJECT

- 15.1 Hotel and accommodation costs will be limited to a maximum of R1813 for Dinner, bed and breakfast at a graded Bed & Breakfast (in line with latest National Treasury prescripts).
- 15.2 For travelling the rates per kilometre may not exceed the rates as approved by the Automobile Association of South Africa (proof of latest approved rates to be attached to SBD 3.3).
- 15.3 Air travel will be restricted to economy class travel for the purposes of travelling required for the project.  
**NB:** The pricing MUST be based on fixed prices. No price escalations will be considered. **Any price condition that contradicts the fixed price requirement will lead to automatic disqualification of a proposal**

## 16. The dtic OBLIGATIONS

- 16.1 **the dtic** Project Manager will serve as the contact person on all matters relating to the project;
- 16.2 **the dtic** Project Manager will review, evaluate and approve the services provided by the Service Provider against the Service Level Agreement on an ongoing basis and prior to payment is made;
- 16.3 **the dtic** will supply all reasonable, relevant, available data and information required and requested by the Service Provider for the proper execution of the services and such assistance as shall reasonably be required by Service Provider in carrying out their duties under this contract.

## 17. SERVICE PROVIDER'S OBLIGATION

- 17.1 The Service Provider undertakes to act as an independent contractor in respect of the work;
- 17.2 To work closely with the Project Manager responsible for the project in **the dtic**;

- 17.3 Attend meetings when required by the Project Manager for the purposes of obtaining information or advice with regard to the work and assignments or any matters arising from or in connection therewith;
- 17.4 The Service Provider will be responsible for its own computers and technical literature to adequately perform all the functions;
- 17.5 The Service Provider must exercise all reasonable skill, care and diligence in the execution of the work and shall carry out their obligation in accordance with professional standards;
- 17.6 The Service Provider must in all professional matters act as a faithful advisor to **the dtic**, as well as respecting the laws and customs of any country and provinces in which any business in relation to the project is conducted;
- 17.7 All information availed to the Service Provider in the course of the project must be deemed confidential and will remain the property of **the dtic**;
- 17.8 The Service Provider will be required to sign a confidentiality declaration form, undertaking to keep all the information at his/her disposal as a result of being awarded the contract by **the dtic** strictly confidential;
- 17.9 The Service Provider must not disseminate any information gathered during the conduct of the project, publicize or release media statements in relation to the assignment;
- 17.10 Any information gathered during the conduct of the assignment is the property of **the dtic** and may not be distributed without prior written approval of **the dtic**;
- 17.11 The Service Provider will be deemed to have been satisfied as to the correctness and sufficiency of the rates and prices set out in their bid for the services to be rendered;
- 17.12 The Service Provider shall obtain prior written approval from the Project Manager for any travel undertaken in relation to the execution of this project, in line with the travel control measures outlined in the applicable financial and procurement prescripts of the dtic, including Financial Circular 08 of 2025;
- 17.13 No travel arrangements shall be made, nor any travel undertaken, without the explicit written authorisation of the Project Manager. All travel requests must include the purpose, itinerary, estimated costs, and justification of the proposed travel. Failure to obtain such approval will render any associated travel costs non-reimbursable and may constitute a material breach of this agreement;

17.14 The Service Provider is also required to retain supporting documentation for all authorised travel, which may be subject to audit or verification by the dtic or its appointed agents;

The Service Provider must plan and provide for all possible risks that may affect the delivery of the project on time and indicate what mechanisms are in place to manage such risks.

## 18. RFQ EVALUATION CRITERIA

18.1 The 80/20 principle and **two envelope / email system** will apply in evaluating the proposals in accordance with the Preferential Procurement Policy Framework Act; Act no 5 of 2000 its subsequent Regulations and the SCM and Preferential Procurement Policy of **the dtic**. The reason for applying the **two envelope / email system** is to ensure that price does not influence the evaluation of the functional proposals.

18.2 Two envelope system

18.2.1 The two-envelope system is based on the submission of the functional and financial proposals in **two separate envelopes / email. NO financial information may be contained in the functional envelope as this will lead to automatic disqualification.** Submission must be made as follows:

18.3 Functional proposal:

18.3.1 Bidders must submit their functional proposal via email to [RFQs@thedtic.gov.za](mailto:RFQs@thedtic.gov.za) with the name of the bidder, closing date and time and the RFQ number. This envelope / file should only contain the functional proposal and compulsory forms; SBD 1, 4, 6.1 and General Conditions of Contract; as well as the relevant proof to substantiate claims for preference points. **Financial information in a functional proposal will lead to automatic disqualification of that specific proposal.**

18.4 Financial proposal:

18.4.1 The financial proposal (SBD 3.3) must be submitted in a **SEPARATE** email with the name of the bidder, closing date and time and the RFQ number clearly indicated on the email to [FinancialProposals@thedtic.gov.za](mailto:FinancialProposals@thedtic.gov.za).

**18.5 FAILURE TO COMPLY WITH THE TWO ENVELOPE / TWO FILE REQUIREMENT WILL AUTOMATICALLY INVALIDATE A BID.**

18.5.1 All proposals will be evaluated in terms of the two-phase process once the pre-qualifying of received is done. All bid proposals received are subject to a pre-qualification process to determine compliance with compulsory requirements / conditions. All that pass the pre-qualification process will then be evaluated as follows:

18.6 **First phase: Functional evaluation.** This evaluation is based on the functional proposal submitted in envelope one (functional envelope). For this phase there is a cut-off score of 60% and only the proposals that score 60% and above during the functional evaluation will be considered during the second phase of evaluation.

18.7 **Second phase: Price and preferential procurement.** During the second phase all that scored 60% and above during the functional evaluation will be considered for the second phase where points will be calculated for price and preferential procurement goals in accordance with the latest PP Regulations pertaining to the Preferential Procurement Policy Framework Act, Act no 5 of 2000 and **the dtic SCM Policy / Preferential Procurement Policy.**

**Key scores**

Score	Description
0 – Non-compliant	No evidence provided to substantiate compliance
1 – Poor	Unacceptable, does not meet set requirements
2 – Average	Reasonable but not sufficient to fully satisfy the set requirements
3 – Good	Fully complies to the set minimum requirements
4 – Very Good	Above average compliance to the set requirements
5 – Excellent	Meets and exceeds the set requirements

**Phase 1: Functional Proposal:**

All proposals will be evaluated on the criteria below and will be rated.

No.	Criteria	Weight	Rate (0-5)	Total Score
1.	<b>Relevant Qualifications and Experience of proposed facilitator/s:</b>			
1.1	For digital literacy training: the project leader should be in possession of a recognized certificate in digital or end user computing.  Evidence must be provided	15		
1.2	For digital literacy training: the project leader should have a minimum of one (1) year experience in the delivery of Digital Literacy training.  Experience must be elaborated upon in CV's.	15		
1.3	For digital literacy training: facilitator/s should have a certificate in all the courses as mentioned in 6.2.1 and a minimum of one (1) year experience in the delivery of Digital Literacy training.  Experience must be elaborated upon in CV's. Evidence must be provided.	30		
2.	<b>Bidding Company relevant Experience and number of years' performing services:</b>			
2.1	The bidding company's relevant experience is proven by submitting evidence of at least 3 projects Digital literacy. Proof of evidence must include reference letters with the following details: (1) the name of the client; (2) the period of the project (start and end	20		

	date); and (3) the name of the training provided.			
<b>3.</b>	<b>Approach and Implementation Plan:</b>			
3.1	The service provider must submit a detailed project implementation plan detailing the tasks, activities and target dates for the work to be undertaken with clear roles and responsibilities aligned to the contents in section 6.	<b>10</b>		
<b>4.</b>	<b>Training Content:</b>			
4.1	The bidding company must submit a manual that clearly indicate the content of the training to be covered as indicated under paragraph 6 of the ToR.	<b>10</b>		
	<b>MAXIMUM POINTS</b>	<b>100</b>		

### Phase 2: Price and Preference Points

	<b><u>80/20 PRINCIPLE</u></b>	<b>POINTS</b>
<b>1</b>	<u>Price</u>	<b>80</b>
<b>2</b>	<u>the dtic specific goals</u> <ol style="list-style-type: none"> <li>1. Historically disadvantaged individuals = 2</li> <li>2. Local procurement = 6</li> <li>3. SME = 2</li> <li>4. B-BBEE = 10</li> </ol> <p>NB: Please complete <b>the dtic SBD 6.1</b> to claim these points.</p>	<b>20</b>
	<b>MAXIMUM POINTS</b>	<b>100</b>

### 19. CONTRACTUAL PERIOD

19.1 The project should be completed by end March 2026 from the contract start date. Bidders must please take note that no contract will come into existence before the SLA is agreed to and is signed by both parties.

19.2 The bidder must indicate the total number of hours that will be spent on this project.

## 20. CONTACT DETAILS

**Submission of proposals:** Completed proposals should be submitted electronically using the following email address: [RFQs@thedic.gov.za](mailto:RFQs@thedic.gov.za) and for Financial Proposals sent to [FinancialProposals@thedic.gov.za](mailto:FinancialProposals@thedic.gov.za).

Please direct all **technical** questions in writing to:

**Mr. Tshiphiri Ramakokovhu**

Research Branch  
Department of Trade and Industry  
Block A (Utangamiri), First Floor, **the dti** campus  
77 Meintjies Street, Sunnyside, 0002  
Email: [TRamakokovhu@thedi.gov.za](mailto:TRamakokovhu@thedi.gov.za)

Please direct all **bid related** questions in writing to:

**Ms. Ramadimetja Mabaso**

Research Branch  
Department of Trade and Industry  
Block A (Entirweni), First Floor, **the dtic** campus  
77 Meintjies Street, Sunnyside, 0002  
Email: [RMabaso@thedi.gov.za](mailto:RMabaso@thedi.gov.za)