

REQUEST FOR QUOTATION (RFQ)

TRADE AND INVESTMENT KWAZULU NATAL IN COLLABORATION WITH KZN DEPARTMENT OF ECONOMIC DEVELOPMENT, TOURISM AND ENVIRONMENTAL AFFAIRS(EDTEA) REQUESTS PROPOSALS FROM SERVICE PROVIDERS TO PROVIDE ADVANCED EXPORTER TRAINING SESSIONS TO TARGETED EXPORTERS FOR THE 2025/26 FINANCIAL YEAR.

RFQ No.	RFQ/202526/18
RFQ ISSUE DATE	18 JUNE 2025
BRIEFING SESSION	N/A
RFQ DESCRIPTION	REQUEST FOR PROPOSALS FROM SERVICE PROVIDERS TO PROVIDE ADVANCED EXPORTER TRAINING SESSIONS TO EXPORTERS TARGETED BY TIKZN.
CLOSING DATE & TIME	26 JUNE 2025 @ 12h00 PM
LOCATION FOR SUBMISSIONS	quotations@tikzn.co.za

Bidders must submit responses via e-mail at: quotations@tikzn.co.za before or on the stipulated date and time. For any queries or questions, please use the above-mentioned email address.

Trade & Investment KwaZulu-Natal requests your quotation on the goods listed above. Please furnish us with all the information as requested and return your quotation on or before the date and time stipulated above. **Late and incomplete submissions will invalidate the quote submitted.**

SUPPLIER NAME: _____

POSTAL ADDRESS: _____

MAAA NUMBER (CSD NO) _____

TELEPHONE NO: _____

FAX NO: _____

E MAIL ADDRESS: _____

CONTACT PERSON: _____

CELL NO: _____

SIGNATURE OF BIDDER: _____

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DIRECTORS: Mr B M Myeni (Chairperson), Prof A T Nzama (Deputy Chairperson), Adv B N Buthelezi, Ms J Channing, Ms S Dlungeane, Mr B E Mkhize, Dr S K Mpungose, Dr S Ndlovu, Mr R N Ngcamu (CEO), Mr T V Mhlongo (CFO), Ms N M Sajini (Acting Company Secretary).



DETAILED SPECIFICATION

REQUEST FOR PROPOSALS FROM SERVICE PROVIDERS TO PROVIDE ADVANCED EXPORTER TRAINING SESSIONS TO EXPORTERS TARGETED BY TIKZN.

1. INTRODUCTION

- 2.1. Trade & Investment KwaZulu-Natal is a South African trade and inward investment promotion agency, established as a Schedule 3C public entity, to promote the province of KwaZulu-Natal as an investment destination and to facilitate trade by assisting local companies to access international markets. In terms of the Public Finance Management Act, Act No.1 of 1999, as amended (PFMA), Trade & Investment KwaZulu-Natal must fully comply with all the requirements of the PFMA and all other relevant and applicable legislation.
- 2.2. Trade & Investment KwaZulu-Natal is governed by the KwaZulu-Natal Trade and Investment Agency Act, 2010 (Act No. 05 of 2010). In terms of Chapter 2 section 4 (1) of the KwaZulu-Natal Trade and Investment Act, the main functions of the entity are to:
- Identify, develop, market, and promote investment opportunities in the province to international and domestic investors;
 - Develop the export capacity of the province;
 - Develop the export market of the province;
 - Foster trade and investment within the province;
 - Develop a provincial investment and export plan for the development, promotion, and marketing of inward investments and exports from the province; and
 - Keep and maintain a database of investment opportunities within the province in such a manner as to benefit all sectors of the economy.

2. BACKGROUND

The provision of the advanced export training programme is one of the key deliverables of the Export Development and Promotion Unit (EDPU). There is a component of research that is required to address the presentation topics and compile the required training manuals, and it will be the responsibility of the appointed Service Provider to engage with the relevant principals, and to address this component as informatively and as comprehensively as possible. The scope of the service as per paragraph 6. below will guide the Service Provider in providing a proposal that is all inclusive of the needs to be addressed.

3. PURPOSE

The purpose of this project is to appoint a suitable service provider who will provide an advanced export training programme for targeted exporters during the 2025/2026 financial year. The advanced exporter training sessions will assist in the development of these export companies and will enable them to be more competitive in the export market, thus increasing the generation of foreign revenue for the province of KZN and for South Africa (SA).

4. METHODOLOGY

The Service Provider/s proposal must outline the methodology they intend adopting to meet the deliverables specified in below. This outline should cover the following questions:

- Indicate how the project will be carried out.
- Provide a project charter with timelines.
- Provide a detailed budget for the project which must also outline a sign off and payment schedule.
- The Service Provider is expected to put clearly defined targets in line with the scope of work. The budget breakdown would therefore be linked to the target and outputs, milestones and timing thereof and the schedule of costs and payments.

5. VENUE SELECTION AND ALLOCATION-TIKZN WILL PROVIDE THE VENUE

The venue for the training is to be provided by TIKZN, with the Service Provider being expected to provide the catering.

- The final catering choice must incorporate the dietary requirements of the attendees.

6. SCOPE OF WORK /SERVICES

Description
The purpose of this project is of medium to large-scale industries and exporters. The scope of service involves researching and sourcing of the relevant information, to compile a detailed manual that is to be utilized in the training programme.
DURATION: The training to be provided will consist of 1 advanced exporter programme, consisting of 2 x advanced export training sessions of 2 days each, totalling 4 days of training.
Each training session, as offered over a two (2)-day period, is due to be rolled out over a period of three (3) months to 10 to 15 (minimum 10 and maximum 15) pre-selected exporting companies.

6.1 DETAILED CONTENT FOR TRAINING SESSIONS (AREAS/CHAPTERS TO BE COVERED)

The following minimum topics are to be covered and published in the manual:
1. Global Market Expansion and Market Research, <ul style="list-style-type: none"> • Targeting High-Potential Markets: In-depth research into countries, sectors, and buyer segments. • Advanced Market Entry Strategies: Direct exports, joint ventures, licensing, and strategic partnerships. • Cultural Intelligence: Tailoring approaches to fit cultural preferences and consumer behaviour
2. Advanced Trade Compliance and Documentation <ul style="list-style-type: none"> • Global Trade Regulations: Deep dive into international trade laws, tariffs, quotas, and non-tariff barriers. • Complex Export Documentation: Preparing commercial invoices, packing lists, certificates of origin, and other required paperwork. • Trade Preference Compliance: Leveraging FTAs, GSPs, and AfCFTA rules of origin for tariff Reductions
3. International Sales and Marketing

<ul style="list-style-type: none"> • Global Marketing Strategy: Developing targeted campaigns and brand messaging for international markets. • Distribution and Channel Development: Utilizing agents, distributors, and online platforms to reach customers. • International Pricing and Payment Terms: Structuring competitive pricing and negotiating secure payment agreements
4. International Supply Chain Management <ul style="list-style-type: none"> • Cross-Border Logistics: Managing customs clearance, freight forwarding, warehousing, and multimodal transport. • Supplier and Procurement Strategy: Building reliable global supply relationships and managing sourcing risks. • Supply Chain Risk Mitigation: Addressing potential delays, losses, and compliance issues
5. International Trade Finance <ul style="list-style-type: none"> • Payment Mechanisms: Using letters of credit, bills of exchange, and open account terms effectively. • Managing Currency Risk: Strategies to hedge against exchange rate volatility. • Trade Finance Instruments: Applying export credit insurance, factoring, and forfaiting to secure transactions.
6. Digital Trade and Cross-Border E-Commerce <ul style="list-style-type: none"> • Digital Export Readiness: Leveraging B2B/B2C platforms, managing digital customs processes, and integrating e-invoicing. • E-Commerce Strategy: Building capacity for online sales, order fulfilment, and customer support across borders.
7. Sustainability and ESG Compliance in Exporting. <ul style="list-style-type: none"> • Green Trade Requirements: Meeting global environmental standards, including SPS, TBT, and ESG reporting. • Carbon Border Adjustment & Certifications: Adapting to EU Green Deal, eco-labelling, and climate-related regulations.
<i>NB: Specific conditions to be provided by TIKZN compiler, if any</i>

6.2 TRAINING MANUAL

A training manual must be made available to all attendees of the training at the time thereof.

- The training manual (final sample) thereof must be made available to members of the EDPU prior to the commencement of this training.
- The training manual is to be relevant to and utilizable by the key manufacturing and export service sectors of the province and must have sufficient representation.
- An electronic format is required for the internal use of TIKZN
- **Hardcopy of KZN Exporter Training Manual:** Produce A4 hardcopy of the KZN Exporter Training Manual which must contain the content from item 6.1 above and as per the guidelines below:
 - a) The cover of the KZN Training Manual to be printed in full colour with TIKZN branding.
 - b) The font to be used should ensure that the KZN Training Manual is economical to reproduce but at the same time must be legible to the naked eye.
 - c) The manuals are to be completed and delivered prior to the commencement of the training.
 - d) There must be 10/15 copies of these manuals made available for each of these advanced training sessions.

6.3 CERTIFICATE OF ATTENDANCE

- This certificate will identify each attendee by name, I.D. Number, and company representing.
- A graduation certificate will be awarded to each attendee having completed all sessions of the programme.

7. EXPERTISE AND COMPETENCIES

7.1 The Service Providers proposal must outline the expertise and competencies on offer and should expressly detail their previous experience in dealing with projects of this nature. This may be supported by the CV's of the team or lead consultants. To achieve the scope of work, the service provider/s appointed to undertake this project, should demonstrate the following key competencies:

- Global Market Expansion and Market Research,
- Advanced Trade Compliance and Documentation,
- International Sales and Marketing,
- International Supply Chain Management,
- International Trade Finance,
- Digital Trade and Cross-Border E-Commerce,
- Sustainability and ESG Compliance in Exporting.

8. OUTPUTS OF THE SERVICES PROVIDED/KEY DELIVERABLES

Notwithstanding key points in paragraph 6, the appointed service provider to:

- a) Provide TIKZN with a proposed payment plan, in line with milestones and deliverables, some of which will form part of the subsequent SLA and service contract.
- c) Provide 1 x hardcopy KZN Training Manual for each attendee of the enterprise development training.
- d) Provide a detailed closeout report with all relevant documentation after the training.

8.1 REPORTING

The service provider will report to the following export development officials:

Mr. Francois Bietrix, TIKZN

Mr. Claude Moodley, TIKZN

9. EVALUATION PROCESS

9.1 Phase 1: SCM Administrative requirements

- The service provider must submit proof of registration on CSD (Central Supplier Database)/SARS PIN.
- The service provider must submit company profile
- The SBD 4 form must be completed, and signed by the authorised company representative.
- The SBD1 form must be completed, and signed by the authorised company representative.
- The POPIA consent form must be completed, and signed by the authorised company representative.
- The bidder must submit SBD 6.1 preference points claim form.

Failure to provide the above information may lead to bidder's proposal not being considered further.

9.2 Phase 2: Functionality Criteria

- Only bid proposals that meet administrative requirements will be further evaluated on functionality criteria,
- The Bidder must score a minimum of **70%** during Phase 2 (functionality / technical) of the evaluation to qualify for Phase 3 of the evaluation where only points for Price and Specific Goals Scoring will be considered.
- N.B: Service providers that fail to score a minimum of 70/100 points (equivalent to seventy percent (70) on functionality will not be considered and evaluated further on phase 3- price.
- The service providers will be evaluated on functionality in accordance with the below functionality criteria and values:

GUIDELINES FOR CATEGORY CRITERIA	FUNCTIONALITY (GUIDELINES FOR CRITERIA APPLICATION)		WEIGHT
Number of Completed Similar Projects in the Government and Private Sector.	The bidder must attach duly signed relevant reference letters to qualify for the indicated points.	Indicator	20
	This must be supported by references on your clients' letterhead and signed by the respective company representative including contact details (telephone numbers and emails addresses) and must not be more than 5 years old.		
	No reference letter attached/irrelevant reference letter attached	0	
	1 relevant reference letters attached	5	
	2 relevant reference letters attached	10	
	3 and above relevant reference letters attached	20	
Key Personnel Demonstrated ability of the Individual/Professional Team to render the service and the expertise of key staff members. Relevant track record and reputation. Sound knowledge and unique selling points or competitive edge. Expertise in the industry (import and export). Proven credibility with a broad range of stakeholders from major private sector and industry players as well as government.	This must be supported with a submission of an organogram and CVs of team members who will be delivering the training, Accredited team of facilitators/trainers. Experience in research, experience in International Trade, understanding of exports value chain. Knowledge and experience in International Trade and Customs regulations	Indicator	30
	1-2 years' experience of the team providing training	10	
	3-5 years' experience of the team providing training	15	
	6-10 years' experience of the team providing training.	20	
	More than 10 years' experience of the team providing training.	30	
Technical Approach Conceptual Grasp - Proposed design and look of the Training Manual.	Service provider to submit the sample of training manual that will be used during the training sessions. Training Manual to comprehensively cover all aspects, as per paragraph 6.1 of the RFQ.	Indicator	30

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GUIDELINES FOR CATEGORY CRITERIA	FUNCTIONALITY (GUIDELINES FOR CRITERIA APPLICATION)		WEIGHT
	Unsatisfactory	0	
	Satisfactory	10	
	Good	15	
	Very Good	20	
	Excellent	30	
Workplan: The workplan should include Deliverables/Milestones/Timeframes and Resource Allocation.	The quality and reasonableness of the project work plan will be assessed / evaluated and therefore a detailed work program outlining the various workflow items/tasks required for this project must be submitted.	Indicator	20
	No program/Poor program (insufficient information provided)	0	
	Adequate program (work items shown)	10	
	Good program (all necessary work items shown)	15	
	Excellent program (all necessary work items shown, including links between tasks and risks as well as additional information)	20	
Total points on functionality			100

9.3 Phase 3: Price and Specific Goals Scoring

Pricing Considerations:

- Bidders' price quotations must be inclusive of all applicable taxes **(including VAT)**.
- Bidders total price weighs 80 points.

Specific Goals

- The bidder must submit SBD 6.1 preference points claim form.
- B-BBEE Certificate / Affidavit.
- Bidders' specific goals weigh 20 points.

Specific Goals Criteria	Points
1. RDP Goals (Promotion of enterprises located in KZN province for work to be done or services to be rendered) =10 points Proof of claim: Copy of a utility bill for property rates and services/ valid lease agreement/ original proof of residence signed by a Ward Councillor.	20
2. RDP Goals (Promotion of South African-owned enterprises= 06 points Proof of claim: CIPC registration (Companies and Intellectual Property Commission) / RSA Identity document of the director /CSD report.	
3. Ownership (Race) Black or Indian or Coloured: 100% Black owned=04 Points Proof of claim: RSA Identity document of the director /CSD report ID Copies of Directors/CSD Report/BBBEE Certificate/Affidavit	
Total Points	20

RFQ responses will be evaluated on the 80/20 Price & specific goals. Completed SBD 6.1. Preference Points Claim Form in terms of The Preferential Procurement Regulations 2022 must be completed and be submitted together with a copy of Sworn Affidavit or BBBEE Certificate to claim specific goals points. Failing to submit both will result in your company scoring zero (0) points for specific goals.

NB: Tax matters for the recommended bidder will be verified on the Central Supplier Database (CSD) or SARS eFiling prior to awarding. If the bidders' tax matters are non-compliant in terms of clauses 4.2 & 4.3 will be exercised from National Treasury Instruction No. 09 of 2017/2018 (Tax Compliance Status Verification).

10. COMMUNICATION

All enquiries relating to this RFQ should be sent via email: quotations@tikzn.co.za

11. CONDITIONS TO BE OBSERVED WHEN RESPONDING TO RFQ

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 Trade & Investment KwaZulu-Natal for a period of 90 days from the closing date of the RFQ Enquiry.

12. COST OF BIDDING

The service provider shall bear all costs and expenses associated with the preparation and submission of its RFQ, and Trade & Investment KwaZulu-Natal 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 company letterhead.
- Completed and signed Declaration of Interest (SBD 4).
- Completed and signed Invitation to bid (SBD1 -Part A & B)
- Completed and signed POPIA consent form.
- Completed and signed preference points claim form (SBD6.1).
- Copy of CSD Report or MAAA Number (National Treasury).
- Information requested as per the administrative requirements.