

INVITATION FOR A QUOTATION

REFERENCE NUMBER: 012501TRAINING2024

Quotations are invited from experienced and reputable training service providers to provide **Operations fundamental and customer service Training** for Pacofs ad-hoc staff as follows. Kindly complete SBD forms and send with your quotation.

The specifications of the service required are as follow:

No.	TRAINING AND DEVELOPMENT REQUIREMENTS	NUMBER OF CANDIDATES TO ATTEND TRAINING	COURSE OUTLINE
1.	Bar Operations Fundamentals and Customer Service Training	30	<p>The training should cover the following content without limitation to other content</p> <ul style="list-style-type: none"> • Customer Services • Strong Communication Skills • Listening skills • Essential duties and responsibilities for ushers (greet visitors and direct patrons their seats , always on time , bring assistance to others ,etc...) • Necessary training for bar tenders (effective drink mix skills ,advanced customer service abilities, etc

Minimum Requirements for the training

- The Service Provider must provide the certificates after the training
- The Service Provider must be registered with SETA or SAQA Accredited
- The Service Provider must attach proof providing similar training
- The Service Provider/Facilitator conducting the training must have a diploma in hospitality
- The Service Provider must be able to provide training on the 7 & 8 February 2024

For any queries, please contact Supply Chain at quotation@pacofs.co.za or 051 – 447-7771

1. Please provide your CSD supplier and unique registration number for verification on the CSD database. Please attach a valid tax clearance and B-BBEE certificate.
2. Please submit the completed SBD 4 Bidders Disclosure and SBD 6.1 Preference Points claim form in terms of the Preferential Procurement Regulations 2022.
3. Evaluation criteria 80/20 will be applicable as per Preferential Procurement Regulations 2022.
4. The service provider will be allocated points based on the goals stated in table 1 of SBD 6.1 as may be supported by proof/ documentation/. The CSD report shall be used to verify claim of such points.
5. The offer scoring the highest points should win the quote. This quotation is subject to the Preferential Procurement Policy Framework Act, 2000 and the Preferential Procurement Regulations, 2022, the Conditions of Contract (GCC) and, if applicable, any other special conditions of contract.

VERY IMPORTANT NOTICE!

1. PLEASE SUBMIT QUOTATIONS ON A COMPANY LETTERHEAD.
2. PAYMENT WILL BE DONE WITHIN 30 DAYS AFTER RECEIPT OF THE ORIGINAL INVOICE.
3. BANKING DETAILS (REMITTANCE NAME; BRANCH CODE AND ACCOUNT NUMBER) MUST APPEAR ON YOUR INVOICE AND MUST CORRESPOND WITH THE BANKING DETAILS DISPLAYED ON THE CSD REGISTRATION REPORT.
4. PLEASE REMEMBER TO SIGN YOUR QUOTATION. UNSIGNED QUOTATIONS – INVALID.
5. THE TOTAL PRICE QUOTED MUST INCLUDE VAT AS WELL AS DELIVERY COSTS (THE COMPANY WHICH IS NOT VAT REGISTERED SHOULD NOT INCLUDE VAT IN THE PRICE).
6. IF VAT IS CLAIMED, VAT NUMBER SHOULD APPEAR ON THE QUOTATION.
7. NO CESSIONS WILL BE SIGNED.
8. A VALID B-BBEE CERTIFICATE SHOULD BE SUBMITTED.
9. QUOTATIONS SHOULD BE VALID FOR 30 DAYS.
10. PRICE QUOTED SHOULD NOT BE ON SPECIAL OR SALE.
11. PLEASE DO NOT INFLATE PRICES.
12. PACOFS RESERVES THE RIGHT TO AWARD OR WITHDRAW THE BID.
13. NO PREPAYMENT/UPFRONT PAYMENT WILL BE MADE BY PACOFS.
14. QUOTATIONS NOT OBTAINED THROUGH THE DEDICATED QUOTATIONS EMAIL WILL NOT BE USED TO APPOINT A SERVICE PROVIDER.

OPENING DATE: 24 JANUARY 2024

CLOSING DATE & TIME FOR QUOTATION / PROPOSALS:

02 FEBRUARY 2024 at 11h00

Please submit quotation via E-mail to quotation@pacofs.co.za

No late submission will be accepted!

