

**South African National Accreditation System**  
 Libertas Office Park  
 Cnr Libertas and Highway Streets  
 Equestria  
 Pretoria  
 0184

## REQUEST FOR QUOTATION



### PLEASE COMPLETE AND SUBMIT TOGETHER WITH REQUIRED DOCUMENTS AND QUOTATION

<b>DATE OF ISSUE:</b>	25 July 2022	<b>REQUISITION NUMBER</b>	REQ0004489
<b>CLOSING DATE:</b>	01 August 2022	<b>CLOSING TIME:</b>	11:00
<b>QUOTE VALIDITY:</b>	30 days from the date the RFQ closed	<b>Submissions and enquires to be made to:</b>	<b>Ms Nkhesani Mathebula</b> <a href="mailto:procurement@sanas.co.za">procurement@sanas.co.za</a> <b>012 740 8536</b>

### 1. PRODUCT /SERVICE DETAILS

Description of goods / services: Short course training-Professional receptionist		Quantity required
1	<p>Professional Receptionist training / short course          Please quote on virtual facilitator-led online course.          Date: TBC          Venue: Virtual facilitator-led online</p> <p><b>No of delegates: 1</b>          The below is compulsory requirements when quoting:          1. This course must be SETA accredited (see below unit standard)          2. No POE/Assessment is required          3. Must be virtual facilitator-led online course          4. Delegates to be able to ask questions throughout the course</p> <p><b>Unit Standard:</b>          Aligned to unit standard 13928 at NQF level 3 worth 8 credits.</p> <p><b>Course objectives:</b></p> <ul style="list-style-type: none"> <li>• Stress the importance of acknowledging callers and keeping them informed of reasons for delays</li> <li>• Describe standard telephone etiquette on answering calls, transferring calls and making calls</li> <li>• Prepare all necessary documentation and equipment prior to making outgoing calls</li> <li>• Decide whether to transfer a call to another person or help the person themselves</li> <li>• Ask probing questions to find out the purpose of the call, and transfer to another person who might be more able to assist</li> <li>• Taking messages for others</li> <li>• Decide whether to take a detailed message, or to have the customer called back by an appropriate person</li> <li>• Deal with incoming and outgoing calls in a polite manner</li> <li>• Deal with calls quickly and politely, keeping other calls holding as little as possible</li> <li>• What is my role as front desk operator / receptionist / telephonist?</li> <li>• Why should I be nice / civil to anybody?</li> <li>• The importance of attitude in my role</li> <li>• Developing daily behaviours to be the best I can be</li> <li>• Grooming myself for success</li> <li>• Inviting Customers into the business with your superior telephone skills</li> <li>• Developing an understanding of Customer Requirements by listening</li> </ul>	1 Candidate

<b>Course outline:</b> <b>Module one:</b> monitor and control the reception area <ul style="list-style-type: none"> <li>• Self Awareness</li> <li>• Monitor the maintenance of the reception area</li> <li>• Housekeeping operations are maintained</li> <li>• Areas not meeting the required standards</li> <li>• Actions and procedures required to rectify substandard areas</li> </ul> <b>Module two:</b> monitor the presentation of the reception area <ul style="list-style-type: none"> <li>• Presentation of reception area</li> <li>• Areas of non-conformance</li> <li>• Remedial actions</li> </ul> <b>Module three:</b> monitor the implementation of security procedures in reception area <ul style="list-style-type: none"> <li>• Brief staff on security procedures</li> <li>• Visitors' cards and permits</li> <li>• Firearm procedures</li> <li>• Discrepancies and problems</li> </ul> <b>Module four :</b> understanding customers <ul style="list-style-type: none"> <li>• Attitude and aptitude</li> <li>• Telephone etiquette and customer service</li> <li>• Understanding different personalities</li> </ul> <b>Module five:</b> using the telephone with confidence <ul style="list-style-type: none"> <li>• Answering / accepting the call/ the number of rings</li> <li>• The greeting</li> <li>• Effective communication skills</li> <li>• Professional speech / choice of words</li> <li>• Language</li> <li>• Articulation</li> <li>• Voice control</li> <li>• Transferring calls</li> </ul> <b>Module six:</b> telephone techniques and skills <ul style="list-style-type: none"> <li>• Using a switchboard</li> <li>• Taking messages</li> <li>• Distribution of messages</li> <li>• Ending calls</li> <li>• Listening skills</li> <li>• Dealing with abusive callers</li> <li>• Confidential information</li> <li>• Telephone answering simulation</li> </ul> Candidates- 1  Esther Ndlovu		
<b>Expected date of delivery:</b>	Training dates preferably in August/September 2022	
<b>Contract or once-off:</b>	Once-off	
<b>Technical / Mandatory requirements:</b>	Aligned to unit standard 13928 at NQF level 3 worth 8 credits.	
<b>Other information:</b>		
<b>SECTION TO BE COMPLETED BY SUPPLIER</b>		
<b>2. SUPPLIER DETAILS</b>		
<b>Supplier name:</b>		
<b>CSD number:</b>		
<b>Contact person:</b>		
<b>Contact number:</b>		

<b>Email:</b>	
<b>VAT number (if applicable):</b>	
<b>Physical address:</b>	

### 3. SCM COMPLIANCE REQUIREMENTS (please tick)

<b>Central Supplier Database Report or Summary</b>	
<b>Completed and signed SBD 4</b>	
<b>Completed and signed SBD 6.1</b>	N/A
<b>Completed and signed SBD 8</b>	N/A
<b>Completed and signed SBD 9</b>	N/A
<b>Certified valid B-BBEE Certificate</b>	

**Certified valid B-BBEE Certificate**

(Please note bidders will not be disqualified for not submitting a valid certified BBEE certificate or a sworn affidavit but will lead to the service provider not being awarded preference (BEE) points where the preferential point system is applicable)

### EVALUATION PROCESS

All bids will be evaluated as follows:

- **The First stage**, bids will be evaluated first for Administrative requirements. Only bids that meet Administrative and Compliance requirements will be considered for further evaluation.
- **The second stage**, bids will be evaluated in terms of price and 80/20 preference point system for quotations above R30 000 and below R50 000 000.

### 4. QUOTATION TERMS & CONDITIONS:

1. Quote validity refers to calendar days
2. SANAS reserves the right to award to multiple suppliers.
3. SANAS reserves the right to increase or decrease quantities at the prices quoted.
4. SANAS reserves the right to cancel this request.
5. All goods/services must be quoted in Rand value.
6. SANAS reserves the right to negotiate with bidders.
7. All fields must be filled in / completed for this document to be accepted.
8. Failure to submit the quotation by the date and time stipulated will result in disqualification.
9. Payment will be made 30 days after delivery of goods of services.
10. THIS QUOTE DOES NOT CONSTITUTE AN ORDER

### 5. ACKNOWLEDGEMENT AND SUBMISSION:

I hereby acknowledge and accept the terms and conditions of this request for quotation:

Name:.....

Signature: .....

Date: .....