

REQUEST FOR QUOTATION (RFQ)

RFQ NUMBER	RFQ202526-R0124						
DATE ISSUED	10 February 2026						
PROJECT NAME/ DESCRIPTION OF GOODS/SERVICES	Legal and Regulatory Knowledge Training						
PHYSICAL ADDRESS:	Menlyn Central Office Building, 125 Dallas Avenue, Waterkloof Glen, Pretoria 0010						
RFQ'S CLOSING DATE AND TIME	17 February 2026						
RFQ VALIDITY PERIOD	30 days						
NAME OF FAIS OMBUD SCM REPRESENTATIVE	Onthatile Rakale						
FAIS OMBUD SCM EMAIL ADDRESS	supplychain@faisombud.co.za						
BIDDER TO COMPLETE THE BELOW INFORMATION							
NAME OF A BIDDER/TENDERER							
TELEPHONE NUMBER							
EMAIL ADDRESS							
FULL NAME OF BIDDER OR HIS/HER REPRESENTATIVE							
NATIONAL TREASURY-CENTRAL SUPPLIER DATABASE (CSD) NUMBER: MAAA	MAAA:						
CSD OVERALL TAX STATUS <i>(Please tick the appropriate box)</i>	TAX COMPLIANT			NON-TAX COMPLIANT STATUS FOUND			
	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
POSITION OCCUPIED IN THE COMPANY (DIRECTOR, TRUSTEE, SHAREHOLDER)							
COMPANY REGISTRATION NUMBER							
VAT REGISTRATION NUMBER <i>(If applicable)</i>							

PREFERENCE POINTS

- In this request for quotation, the applicable preference point system envisaged is an 80/20 preference point.

TABLE 1: SPECIFIC GOALS FOR THE RFQ AND POINTS

THE SPECIFIC GOALS ALLOCATED POINTS IN TERMS OF THIS RFQ	80/20 PREFERENCE POINTS ALLOCATED	PROOF OF CLAIM FOR A SPECIFIC GOAL
≥ 51% black owned	10	Sworn Affidavit/Latest CSD report
≥ 31 % black women owned	6	Sworn Affidavit /Latest CSD report
QSE or EME	4	Sworn Affidavit/ Latest CSD report
Total	20	Sworn Affidavit/ Latest CSD report

A. MANDATORY REQUIREMENTS		
ELIGIBILITY/MANDATORY REQUIREMENTS	Comply	Not Comply
(NB: FAILURE TO SUBMIT/OR REFLECT THE BELOW ELIGIBILITY REQUIREMENTS AND CONFORMANCE TO THE SCOPE OF WORK WILL RESULT IN NON-COMPLIANCE AND WILL LEAD TO THE BID BEING DISQUALIFIED.)		
I Registration on National Treasury Central Supplier Database with a compliant tax status		
II Submission of completed SBD 4		
III Submission of completed SBD 6.1		
IV Conformance to the Scope of Work/ Terms of Reference (ToR)		
V. Submission of quotation		
VI. BBBEE Certificate		
VII. The service provider must submit valid proof of accreditation to conduct Legal and Regulatory Knowledge training on the listed key areas.		
<p>Note:</p> <ul style="list-style-type: none"> Service providers with verifiable accreditation on a credible online page may submit their credentials details along with a link to the verification page. The Office will accept such accreditation only if it is verifiable, active, credible, and legitimate. Failure to submit valid proof of accreditation or verification link to access the accreditation will result in the disqualification of the service provider's submission. 		

B. SCOPE OF WORK/ TERMS OF REFERENCE (TOR)

1. Background

1.1 The Office of the Ombud for Financial Services Providers (FAIS Ombud) was established by the Financial Advisory and Intermediary Services Act 37 of 2002 (FAIS Act). The FAIS Ombud's role is to resolve disputes between financial services providers and their clients in a procedurally fair, informal, economical, and expeditious manner.

1.2 This procurement falls within the request for quotation thresholds.

2. Scope of service

2.1 The service providers are requested to provide quotations for the below specified training.

2.2 The service provider must provide the course content of the proposed training.

TRAINING DESCRIPTION	SPECIFICATIONS	REQUIRED ACCREDITATION	DURATION OF TRAINING	QUANTITY
Legal and Regulatory Knowledge Training	<p><u>The training should cover, but not be limited to, the following key areas:</u></p> <ul style="list-style-type: none"> • The training must focus on the key provisions of the FAIS Act, specifically the General Code of Conduct and the Advice Process, e.g. duty of care, needs analysis, record-keeping, suitability, replacement advice, etc. • Application of Treating Customers Fairly (TCF) outcomes in complaints handling to test fairness. • Understanding the Pension Funds Act regarding the restrictions, material tax considerations, the annuitization rules, and the two-pots system. • Understanding of Long & Short-Term Insurance, together with Policyholder Protection Rules in relation to e.g., missed premium notifications, policy lapses, reinstatement, late notification of claims submission, communication to policyholders, including sending policy schedules, and change of underwriters. 	SAQA US ID (or 252030 similar)	3 days	17 Employees

The service provider must complete the table below with the required information:

INDICATION OF THE PROPOSED TRAINING	INDICATION OF ACCREDITATION ID/NUMBER ALIGNED TO THE PROPOSED TRAINING

2.3 The service providers must adhere to the following requirements:

- The training must be virtual.
- The appointed service provider will be required to meet with the project managers to tailor-make a program that addresses the specific needs of the Office before the training is conducted.
- A certificate of attendance must be provided for the training course.

Quotation and completed SBD documents and latest BBEE certificate must be emailed to supplychain@faisombud.co.za

TERMS AND CONDITIONS:

- a) All goods or services purchased will be subject to FAIS OMBUD conditions, policies, and procedures.
- b) It is the responsibility of the bidder to ensure that the tax status on the National Treasury Supplier database is always compliant. The FAIS Ombud will not be doing business with bidders who have a non-compliant tax status.
- c) All purchases will be made through an official order form; therefore, no goods or services must be delivered or rendered before an official order has been received.
- d) Payments are effective within 30 days after receipt of the invoice.
- e) Successful bidder must be able to deliver the specified goods/services in full. No delivery will result in the cancellation of the purchase order.
- f) The appointed bidder is required to sign the SBD document truthfully.
- g) When a bidder responds to this request, accept FAIS Ombud's condition and confirm that should he/she is successful, will be able to offer and deliver quality service/goods.
- h) **Evaluation of quotation received will be based on 80/20 Preference points.**

NAME AND SURNAME OF BIDDER

SIGNATURE OF BIDDER

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 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.

Full Name	Identity Number	Name of State institution

¹ 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.

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, the _____ undersigned, (name).....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 ² 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.

3.4 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.

3.5 There have been no consultations, communications, agreements, or arrangements made by the bidder with any official of the procuring 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

² 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.

3.6 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

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**

a) The applicable preference point system for this tender is the 80/20 preference point system.

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
Total points for Price and SPECIFIC GOALS	100

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 regarding 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 PREFERENCE POINT SYSTEMS

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

80/20

$$Ps = 80 \left(1 - \frac{Pt - Pmin}{Pmin} \right)$$

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmin = Price of lowest 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 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 (80/20 system) (To be completed by the organ of state)	Number of points claimed (80/20 system) (To be completed by the tenderer)
≥ 51% black owned	10	
≥ 31 % black women owned	6	
QSE or EME	4	
Total	20	

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 propriety
- 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: