



LIMPOPO

PROVINCIAL GOVERNMENT
REPUBLIC OF SOUTH AFRICA

ANNEXURE A

DEPARTMENT OF
TRANSPORT AND COMMUNITY SAFETY

Dear Sir / Madam

QUOTATION NO: RQ-016903

Terms of Reference for Customer Care Training.

Kindly furnish me with a written quotation for the supply of the goods/services as detailed in the enclosed schedule/Specification.

The quotation must be delivered not later than **20 June 2025 at 11h00 to the Departmental Quotation Box at Head Office (Cnr Church and Bodenstein street Polokwane) or Email to headofficescm@dtcs.limpopo.gov.za.**

The following conditions will apply:

- Price(s) quoted must be valid for at ninety days (90) days from date of your offer.
- Price(s) quoted must be firm and must be inclusive of VAT, if VAT registered.
- A firm delivery period must be indicated.
- This quotation will be evaluated in terms of **80/20** preference point system as prescribed in the Preferential Procurement Policy Framework Act (No 5 of 2000) and for this purpose the enclosed forms **SBD 4 and SBD 6.1** must be scrutinized, completed in full and submitted together with your quotation.
- The successful provider will be the one scoring the highest points.
- Acceptance of the General conditions of contract can be found on the Provincial/Nation Treasury Website.
- Do not deviate from the specification (quote everything that is on the specification)
- Ensure that your calculations are all correct
- **Fill in your prices on the attached specification and attach letter head of company.**
- Fill in with a black pen

Failure to comply with these conditions may invalidate your offer.

Yours faithfully

Signature

Date



LIMPOPO

PROVINCIAL GOVERNMENT
REPUBLIC OF SOUTH AFRICA

DEPARTMENT OF
TRANSPORT AND COMMUNITY SAFETY

Confidential

TERMS OF REFERENCE FOR CUSTOMER CARE TRAINING

SUPPLIER/COMPANY NAME:

SUPPLIER'S OWN QOUTATION NUMBER:.....

QUOTATION VALIDITY PERIOD: 90 days after closing date

PRINT SURNAME AND INITIALS:

SUPPLIER SIGNATURE:**DATE:**

**NB: PLEASE FILL IN YOUR PRICES ON THE ATTACHED SPECIFICATION AND
ATTACH THE LETTER HEAD OF YOUR COMPANY**

TERMS OF REFERENCE FOR CUSTOMER CARE TRAINING

1. SPECIFICATION AND PRICING

SAQA ID	Description	NQF Level	Credits	Number of Attendees	Unit Price	Total Price
242901	Customer Service for Frontline Staff	4	6	20		
Sub Total						
15% VAT (if Vat Vendor)						
Grand Total						

2. SPECIFIC OUTCOMES

- Identify customer needs.
- Differentiate between good and bad service.
- Identifying one's role in the service delivery chain.
- Implementing service delivery improvement that contributes to the achievement of overall public sector objectives.
- Recognizing and applying the principles of Batho Pele in servicing customers.

2. SPECIFIC REQUIREMENTS FROM THE SERVICE PROVIDERS

The following specialized capacity needs to be provided by the service provider:

- Accreditation with the relevant body (QCTO/CHE/SETA/UMALUSI)
- Qualifications of Facilitators.

The appointed provider/s will be expected to do the following:

- Training
- Assessment
- Moderation
- Certification

TERMS OF REFERENCE FOR CUSTOMER CARE TRAINING

3. DOCUMENTS TO BE SUBMITTED WITH THE BID.

- Company profile indicating project team with their certificates & CV's.
- Accreditation certificate of the required programme.
- Registration with relevant statutory body
- Proof of accreditation for Assessors and Moderators
- An indication of costs inclusive of VAT (if VAT vendor)
- Proof of central supplier database (CSD) number.

4. EVALUATION CRITERIA

Quotations will be evaluated in four stages

4.1 Stage 1: Functionality

All proposals received will be evaluated on functionality. The following criteria will be applicable, and the weight of each criterion is indicated as follows:

Item	Criterion	Weight	Scores
1	Accreditation of the Service Provider by relevant body (SETA/QCTO/CHE/UMALUSI)	40	a. No accreditation/expired = 0 b. Provisional accreditation = 1 c. Fully Accredited = 2
2.	Experience of prospective service provider. (Attach reference letters from serviced clients)	30	a. No project = 0 b. 1 – 3 similar projects = 1 c. 4 or more similar projects = 2
3.	Qualifications of facilitators (Attach copies of qualifications)	30	a. Qualification at NQF level 4 and below = 0 b. Qualification at NQF level 5 = 1 c. Qualification at NQF level 6 and above = 2
Total		100	

TERMS OF REFERENCE FOR CUSTOMER CARE TRAINING

NB: Applicants with foreign qualifications remain responsible for ensuring that their qualifications are evaluated by the South African Qualifications Authority (SAQA). Attach proof.

- A bidder that scores less than 65 points out of 100 in respect of "Functionality" will be regarded as submitting a non-responsive proposal and will be disqualified.

4.2 Stage 2: Compliance with the specification

4.3 Stage 3: Administrative compliance

NB: The following are regarded as non-compliance to administrative requirements:

- (a) Price amendments without signature.
- (b) Usage of correction fluid.
- (c) Completion of the bid document with an erasable pencil.
- (d) Non-completion and non-signing of the following essential standard bidding documents (SBD)/forms:
 - (i) SBD 4
 - (ii) SBD 6.1
- (e) **The following documents must be submitted:**
 - (i) Original Bid Document (Mandatory)
 - (ii) SBD 4 (Mandatory)
 - (iii) SBD 6.1
 - (iv) Disability certificate issued by health professionals (Non-mandatory)
 - (v) Confirmation letter issued by Department of Military Veterans (Non-mandatory)
 - (vi) Municipality Utility Bills or Lease Agreements or Proof of Residence from Tribal Authority or Municipality/ Municipal Council (Non-mandatory)

4.4 Stage 4: 80/20 Preference Point System

The 80/20 price/preference point system will be applicable for this request for quotation. 80 points shall be awarded for price and 20 points shall be preference points.

TERMS OF REFERENCE FOR CUSTOMER CARE TRAINING

The preference points shall be allocated based on the specific goals below:

No	DESIGNATED GROUP	POINTS	MEANS OF VERIFICATION
1	Enterprises owned by at least 51% black people	2	Central Supplier Database (CSD)
2	Enterprises owned by at least 51% women	4	Central Supplier Database (CSD)
3	Enterprises owned by at least 51% youth	4	Central Supplier Database (CSD)
4	Enterprises owned by at least 51% persons with disability	2	Disability certificate issued by health professionals
5	Enterprises owned by at least 51% military veterans	2	Confirmation letter issued by Department of Military Veterans
6	Small, Medium and Micro Enterprises (SMMEs)	1	Central Supplier Database (CSD)
7	Enterprises located in rural areas or townships	2	Municipality Utility Bills or Lease Agreements or Proof of Residence from Tribal Authority or Municipality/ Municipal Council
8	Enterprises located in Limpopo Province	3	Municipality Utility Bills or Lease Agreements or Proof of Residence from Tribal Authority or Municipality/ Municipal Council
TOTAL POINTS		20	

5. Notes

5.1 The contract will be awarded to the bidder scoring the highest points.

TERMS OF REFERENCE FOR CUSTOMER CARE TRAINING

- 5.2 The Department is not bound to accept any of the proposals submitted. The Department also reserves the right to call for interviews with short-listed service providers before final selection, and to negotiate price.



Ms. Mphahlele M J

Assistant Director: HRD & PMDS

Date: 29/05/2025

Approved / ~~Not Approved~~



Ms. Mukwevho T

Director: Supply Chain Management

Date: 05/06/2025

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 interest¹ 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

- 2.2 Do you, or any person connected with the bidder, have a relationship

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.

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 consortium² 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

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.

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.

- 3.6 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**

(delete whichever is not applicable for this tender).

- a) The applicable preference point system for this tender is the 80/20 preference point system.
- b) The 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	
SPECIFIC GOALS	
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 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:

80/20

or

90/10

$$P_s = 80 \left(1 - \frac{P_t - P_{min}}{P_{min}} \right) \text{ or } P_s = 90 \left(1 - \frac{P_t - P_{min}}{P_{min}} \right)$$

Where

P_s = Points scored for price of tender under consideration

P_t = Price of tender under consideration

P_{min} = 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:

$$\begin{array}{ccc} 80/20 & \text{or} & 90/10 \\ P_s = 80 \left(1 + \frac{P_t - P_{max}}{P_{max}} \right) & \text{or} & P_s = 90 \left(1 + \frac{P_t - P_{max}}{P_{max}} \right) \end{array}$$

Where

- P_s = Points scored for price of tender under consideration
 P_t = Price of tender under consideration
 P_{max} = 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)	Means of Verification
Enterprises owned by at least 51% black people	N/A	2	N/A		Central Supplier Database (CSD)
Enterprises owned by at least 51% women	N/A	4	N/A		Central Supplier Database (CSD)
Enterprises owned by at least 51% youth	N/A	4	N/A		Central Supplier Database (CSD)
Enterprises owned by at least 51% persons with disability	N/A	2	N/A		Disability certificate issued by health professionals
Enterprises owned by at least 51% military veterans	N/A	2	N/A		Confirmation letter issued by Department of Military Veterans
Small, Medium and Micro Enterprises (SMMEs)	N/A	1	N/A		Central Supplier Database (CSD)
Enterprises located in rural areas or townships	N/A	2	N/A		Municipality Utility Bills or Lease Agreements or Proof of Residence from Tribal Authority or Municipality/ Municipal Council

Enterprises located in Limpopo Province	N/A	3	N/A		Municipality Utility Bills or Lease Agreements or Proof of Residence from Tribal Authority or Municipality/ Municipal Council
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:

