



DEPARTMENT OF
TRANSPORT AND COMMUNITY SAFETY

Dear Sir / Madam

QUOTATION NO: RQ-014 409

(Up to a transaction value of Above R30 000)

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 **05 JULY 2024 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

Letsoalo Matome Isaiah (015 295 1161)

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 QUOTATION 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**

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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.

3. SPECIFIC REQUIREMENTS FROM THE SERVICE PROVIDERS

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

- Accreditation with the relevant SETA
- Qualifications and experience of Facilitators.

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

- Training
- Assessment
- Moderation
- Certification

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CV with contactable references)		c. 2 similar projects = 2 d. 3 or more similar projects = 3
Total	100	

- 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.

5.2 Stage 2: Compliance with the specification

5.3 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 a pencil or a blue pen
- (d) Non-completion and non-signing of the following essential standard bidding documents (SBD)/forms:
 - (i) SBD 4
 - (ii) SBD 6.1

The following documents must be submitted:

- (i) Original Bid Document
- (ii) SBD Forms

5.4 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.

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

No	DESIGNATED GROUP	POINTS
1	Enterprises owned by black people	3

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2	Enterprises owned by youth	5
3	Enterprises owned by women	5
4	Enterprises owned by persons with disability	3
5	Small, Medium and Micro Enterprises (SMMEs)	2
6	Enterprises located in rural areas or underdeveloped areas	2

6. Notes

- 6.1 The contract will be awarded to the bidder scoring the highest points.
- 6.2 The Department is not bound to accept any of the proposals submitted. The Department also reserves the right to call interviews with short-listed service providers before final selection, and to negotiate price.



Mr. Rasefate S S

Deputy Director: HRD and PMDS

Date: 02/05/2024

Approved / ~~Not Approved~~



Ms. Mutwanamba T

Director: Supply Chain Management

Date: 05/06/2024