



COMMISSION FOR CONCILIATION, MEDIATION & ARBITRATION

National Office

28 Harrison Street, Johannesburg, 2001

Private Bag X94 Marshalltown, 2107; Tel (011) 377-6650; Fax (011) 834-7351

Docex: DX147; Email: DLSCMEnquiries@ccma.org.za

REQUEST FOR QUOTATIONS "RFQ"

RFQ NO:	RQN000000213193		
DESCRIPTION OF SERVICES REQUIRED:	To source a Service Provider to facilitate a Virtual Training on ISO 22301 Introduction to Business Continuity Management for approximately forty (40) CCMA officials for one (1) day.		
CONDITIONS OF THIS RFQ:	The training will be attended online by forty (40) employees of the CCMA on Introduction to Business Continuity Management.		
ISSUING DATE:	30 October 2025		
PLEASE ENSURE THAT THE QUOTATION HAVE THE TOTAL FIXED AMOUNT STATED IN ORDER FOR CCMA TO BE ABLE TO EVALAUTE YOUR PRICE AND PRICE MUST INCLUDE ALL APPLICABLE TAXES			
CONTRACT DURATION	Once-Off		
CLOSING:	TIME:	16:00	DATE: 04 November 2025
DELIVERY ADDRESS	28 Harrison Street MarshallTown Johanneburg		
QUOTATION VALIDITY PERIOD:	90 days		
CONTACT PERSON:	Welcome Tshabalala/Mapula Letsoalo WelcomeT@ccma.org.za or MapulaL@ccma.org.za Tel: 011 377 6743 / 011 377 6955		
DELIVERY OR SUBMISSION INSTRUCTIONS FOR RFQ:	The submissions of the quotations must be emailed to: RFQ7@CCMA.org.za only All quotations need to be on an official letterhead (All cost included)		
DISQUALIFICATION	Quotations not submitted to the RFQ7@CCMA.org.za will be disqualified.		
EVALUATION OF QUOTATIONS	- All quotations above R2000 will be evaluated on pricing and CCMA preferential points using the 80/20 system. - The 80 points are for requests for quotations up to the rand value of R1 million.		

	The 20 points will be allocated to promote the CCMA goals on ownership.
	NB: Supplier must attach the following documents when responding to this RFQ: Proof of ownership must be attached in the form of: ➤ Copy of the founding documentation of the company with which the ownership is listed i.e. CIPC etc; ➤ Copy of the id-document (s) of the owner (s). ➤ Proof of Medical certificate confirming disability of the owner (s). Failure to adhere to the above will result in the non-allocation of preferential points. Bidders must be registered on CSD prior to submitting quotations.

Specification/Scope of work

1. BACKGROUND, OVERVIEW AND SCOPE OF REQUIREMENTS

a. BACKGROUND OF SERVICE OR GOODS REQUIRED

The Commission for Conciliation, Mediation and Arbitration (CCMA) is an independent and an autonomous organization that was established by the Labour Relations Act of 1995 (LRA) to deliver dispute prevention and resolution services to the people of South Africa. The core mandate of the CCMA, as one of the organizations charged with implementing the LRA, is derived from the purpose of the LRA, which, amongst others, is to advance economic development, social justice, labour peace and the democratization of the workplace.

Approximately forty (40) CCMA Officials to be trained on the ISO 22301 Introduction to Business Continuity Management for one (1) day in November 2025. The training will take place via Micro-Soft teams/Virtual (facilitator led).

The training will be attended by departmental and regional BCP Team Leaders as well as BCM Coordinators. The scope of the training is for the service provider to provide training that will cover topics not limited to the below:

- Fundamental Business Continuity Management (BCM) principles and concepts as required by ISO 22301.
- Master the concepts, approaches, methods, and techniques used for the effective implementation of the Business Continuity Management System in line with best practices.
- Challenges of embedding business continuity and methods to raise awareness.
- Best practices that may be applied to embrace BCM.
- BCM monitoring, validation, and continual improvement.
- The delivery method is to be in English and virtual; for one (1) day.

- Training material to be provided inclusive of practical work, for better understanding.
- A certificate of attendance is to be issued to delegates.

B. OVERVIEW ON RFQ

- i. To provide facilitated and interactive virtual (Instructor-led) training to approximately forty (40) CCMA officials.
- ii. The training and materials provided should be within the accredited scope, relevant and be of high quality.
- iii. The training will be conducted online with BCP Team Leaders and BCM Coordinators participants in attendance.
- iv. The delivery method is to be in English and virtual, for one (1) day.
- v. Training material to be provided, inclusive of practical work, for better understanding.
- vi. A certificate of attendance is to be issued to delegates.

C. RFQ SPECIAL CONDITIONS

- i. The successful service provider should have a proven track record of successful delivery of this service in other organisations. Proof needs to be delivered in the form of written confirmation and comments from other organisations.
- ii. A high level of expertise is expected of all personnel dealing with this project. Proof of expertise, experience and Postgraduate qualifications needs to be submitted in the form of short resumes.
- iii. Preferential Procurement Policy Framework Act (PPPFA) principles shall apply, whereby submissions will be evaluated accordingly to the provisions of the Act.
- iv. The evaluation criteria will be on Quality/Functionality 100 points, Price for 80 points & specific goals 20 points.
- v. Tenders which are late will not be accepted.
- vi. All quotations are to remain valid for a period of ninety days (90 days) from the closing date of the submission.
- vii. A Valid Tax Clearance Certificate (an original SARS certificate)

D. RFQ SPECIFICATIONS

- i. The quotation should include a detailed course outline and should be inclusive of the learning methodology that will be used for each section.
- ii. The service provider should provide a quotation indicating the number of days for the completion of the training.
- iii. It is vitally important that the service provider produces a highly effective Business Continuity Management training in alignment with ISO 22301:2019, which will enable the participants to demonstrate their understanding of fundamental concepts and principles of an effective business continuity management system based on ISO 22301.
- iv. The participant must immediately show improved skills associated with BCM training.
- v. Demonstrate understanding of the outcomes-based education and training approach within the context of a National Qualifications Framework (NQF).
- vi. Identify and respond to learners with special needs and barriers to learning.
- vii. Ability to enforce the learned skills to other employees.
- viii. The online facilitated learning process should include:

- a) Interactive and participative learning sessions.
- b) The training facilitator must be a certified trainer accredited by a recognized professional body, such as PECB, BCI, or SETA.
- a) The development of the training material should be **customised** to the needs of the CCMA.
- b) The material should include learner aids to assist with the practical implementation of what was learnt.
- c) The service provider to ensure that learner is given sufficient theoretical and practical training to ensure competence.
- i. A detailed report compiled by the facilitator to be sent to the Skills Development Facilitator and must include detailed information on the course and learner progress.
- ii. **Certificates to be issued within thirty (30) days after the successful completion of the summative assessment.**
- iii. Outline the main risks foreseen for this project and propose how they can be managed and mitigated.
- iv. The quotation should include a detailed project outline.

E. **RFQ EVALUATION CRITERIA**

- i. The proposals will be evaluated in terms of the 80/20 evaluation principle, in line with Preferential Procurement Policy Framework Act and Preferential Procurement Regulations (PPR) 2022, where 80 points is allocated for price and the 20 points will be allocated to promote the CCMA goals on ownership.
- ii. The RFQ will be evaluated in three stages:
 - Stage one: Mandatory requirements (failure to meet the mandatory requirement will not be further evaluated).
 - Stage two: Functionality
 - Stage three: Price and specific goals

F. **Mandatory Requirements:**

CRITERION	Yes/No	Comment
The training facilitator must be a certified trainer accredited by a recognized professional body, such as PECB, BCI, or SETA.		
A bidder must submit a valid proof of certification or a license to facilitate business continuity management training issued by a recognized professional body and failure to submit will result in automatic disqualification.		

G. **RFQ FUNCTIONAL REQUIREMENTS**

CRITERION	WEIGHT
-----------	--------

FUNCTIONALITY:		
1.1 Course Outline		40
The bidder is therefore required to supply CCMA with a detailed scope outlined in section B above, with a detailed course outline. 40 Points.		
Failure to provide a detailed course outline. 0 points		
1.2 Company Experience in the Training Environment Indicated on the Company Profile/ Company Registration.		5
5 years or more experience		5 points
4 but less than 5 years' experience		4 points
3 but less than 4 years' experience		3 points
2 years but less than 3 years' experience		2 points
1 year but less than 2 years' experience		1 point
Less than 1-year experience		0 point
1.3 Level of expertise and post graduate qualifications of facilitators.		
CV of the facilitator must be attached to demonstrate the qualifications with at least 3 years of experience conducting training or workshops for business continuity		25
Post graduate qualification (s)		5
Less than post graduate qualification		0
3 years' experience facilitating business continuity management training (20 points)		20
Less than 3 years experience		0
1.4 Referencing - Attach Attendance Registers/Reference Letters of the Implemented/Executed Training. The bidder must provide three (3) reference letters/ attendance registers, and each reference is to be based on a project of the same nature (e.g., ISO 22301 Business Continuity Management). The reference letter/attendance register must include the company name, contact name, address, phone number, and company letterhead.		30
Number of references	30 maximum points	
3 reference letters	30	
2 reference letters	20	
1 reference letters	5	
No reference letter	0	
Total points for Functionality		100
A minimum requirement for functionality out of 100 is		70
2. Price		
2.1. Points allocated for price		80
3. Specific Goals		

3.1	Points allocated for Specific Goals	20
TOTAL FOR PRICE AND SPECIFIC GOALS		100

Bidders with a total functionality score of less than 70 points for functionality will be disqualified.