

**Address of Registered Office:**

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No.5 Textile Road  
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Mithatha  
5100

**Postal Address:**

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Mithatha, 5100



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E-Mail : info@ntinga.org.za

Website : www.ntinga.org.za

**Request For Quotations.****Notification date: 18/09/2019**

**ADVERTISEMENT-RFP NO: 02/09/2019  
CUSTOMER CARE TRAINING**

Ntinga O.R. Tambo Development Agency SOC LTD requires registered, qualified and experienced SETA accredited service providers to submit detailed Proposals for the provision of in-house customer care training at Unit Standard 10080 for 12 employees at NQF Level 6 for the period of 3 days.

Proposals will be evaluated on two stages i.e FUNCTIONALITY AND PRICE & PREFERENCE

**STAGE 1- FUNCTIONALITY**

Only bidders who score a minimum of 70 points on functionality will be evaluated further for Price and Preference.

FUNCTIONAL CRITERIA	DESCRIPTION	WEIGHT
Seta accreditation on the unit standard	Company Accreditation (Attach Proof)	50
Experience	Facilitator must have experience of at least 2 years (Attach CV)	30
References	Letters from at least 2 institutions trained on trained on the unit standard quoted for.	20
<b>TOTAL</b>		<b>100</b>

**Note: Quotation must include a detailed breakdown of all costs involved in the provision of the service.**

**Terms and conditions:**

- Quotations will be evaluated according to the 80/20 point system in compliance with Preferential Procurement Policy Framework Act.
- The quotation should include company registration number, Central Supplier Database (CSD) report, tax reference number, valid tax clearance certificate, certified copy of ID document, vat registration no, quotation validity period, delivery period, signature and MDB 4 Document. **FAILURE TO SUPPLY ALL THE ABOVE REQUESTED INFORMATION WILL RENDER YOUR QUOTE INVALID / NON RESPONSIVE AND WILL RESULT IN AUTOMATIC DISQUALIFICATION.**
- Ntinga O.R. Tambo Development Agency Supply Chain Management Policy will apply available for download [www.ntinga.org.za](http://www.ntinga.org.za)
- Ntinga O.R. Tambo Development Agency does not bind itself to accept the lowest price quotation or any other quotation and reserves the right to award the whole or part of the quotation.
- Original or certified copy of Broad Based Black Economic Empowerment Certification should be attached if not attached your quotation will score zero for preference points.
- **DELIVERY IS EXPECTED WITHIN 7 DAYS UPON THE SUPPLIER RECEIVING NTINGA OFFICIAL PURCHASE ORDER.**

*Ntinga O.R. Tambo Development Agency SOC Ltd: A Municipal Entity of the O.R. Tambo District Municipality (Reg. 2016/272582/30)  
Directors: Mr. S.E. Mase (Chairperson); Prof. L.Y. Majova-Songca; Ms. U.N. Mkize; Mr. M.Msiwa; Dr. L.L. Ndabeni; Ms. N.S.N. Bam; Dr. N.T. Ndudane; Ms. N.D.A. Ngewu; Mr. M.M. Pupuma; Mr. P. Pongwana (CEO)  
Company Secretary: Ms. N. Mningiswa*

Quotations clearly marked "RFP 02/09/2019 CUSTOMER CARE TRAINING " may be emailed to [rfq@ntinga.org.za](mailto:rfq@ntinga.org.za) or may be deposited in a Bid Box located outside Ntinga Reception. Address: Old Government Printers, No.05 Textile Road, Southernwood, Mthatha 5099. Late quotations will not be considered. **Closing Date: Friday, 27 July 2019 at 12:00.** For enquiries please contact Ms. A Njemla at 047 531 0346 or by email: [abongilen@ntinga.org.za](mailto:abongilen@ntinga.org.za)

Approved by;

  
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L.Mbiko- Chief Financial Officer

18 September 2019  
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Date