

Address of Registered office:
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Vulindlela Heights
Mthatha
5099

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5099



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Email : Info@ntinga.org.za
Website : www.ntinga.org.za

REQUEST FOR QUOTATION **NOTIFICATION DATE: 09 SEPTEMBER 2026**

ADVERTISEMENT: RFQ NO – 02/09/2026

CUSTOMER CARE TRAINING (HR)

Ntinga O.R. Tambo Development Agency SOC LTD invites registered, qualified and experienced bidders to submit detailed quotations for the training of 11x Abattoir employees for 2 days on the qualification listed below.

SAQA US ID		UNIT STANDARD TITLE		
114974		Apply the basic skills of customer service		
ORIGINATOR				
SGB Insurance and Investment				
PRIMARY OR DELEGATED QUALITY ASSURANCE FUNCTIONARY				
-				
FIELD			SUBFIELD	
Field 03 - Business, Commerce and Management Studies			Finance, Economics and Accounting	
ABET BAND	UNIT STANDARD TYPE	PRE-2009 NQF LEVEL	NQF LEVEL	CREDITS
Undefined	Regular	Level 2	NQF Level 02	2
REGISTRATION STATUS		REGISTRATION START DATE	REGISTRATION END DATE	SAQA DECISION NUMBER
Passed the End Date - Status was "Reregistered"		2018-07-01	2023-06-30	SAQA 06120/18
LAST DATE FOR ENROLMENT		LAST DATE FOR ACHIEVEMENT		
2029-06-30		2032-06-30		

TERMS AND REFERENCE

Company Experience

- ✓ The company must have at least three (3) years accreditation with SAQA in provision of the above-mentioned training (attach proof) (60 points)

Facilitation Experience

- ✓ The Facilitator must have at least (3) years experience in facilitation of Customer Care training (Attach CV) (40 points)

Minimum of 70 points to pass functionality is required

NB: Accredited Service Providers with SAQA need to submit proposal

2. Price and Preference

Quotations will be evaluated according to the **80/20-point** system in compliance with **Preferential Procurement Policy Framework Act (5/2000). And preferential procurement regulations 2022.**

Points	Preferential Procurement Goals		Proof to be Attached to claim full points
80	Price		Quotation
20	Specific goal		
Bidders are to score specific goals as follows:			
5	Women		Attach ID copies of all directors of directors claiming specific goals; for bidders to obtain full points the percentage of equity held must be 51% or more. suppliers or entities holding less, then will be apportioned points in line with the percentage held

Points	Preferential Procurement Goals		Proof to be Attached to claim full points
5	Youth		Attach ID copies of all directors of directors claiming specific goals; for bidders to obtain full points the percentage of equity held must be 51% or more. suppliers or entities holding less, then will be apportioned points in line with the percentage held
5	Disabled		Attach proof from a registered doctor/physician for a bidder to obtain full points the percentage of equity held must be 51% or more. suppliers or entities holding less, then will be apportioned points in line with the percentage held
5	Rural		Attach proof of residence of the business/lease agreement: Village. Settlement/Semi-town
100	Total		

Bidders should take note of the following conditions (Failure to provide mandatory information in this proposal may result in the submission considered as non-responsive.

1. Bids will be evaluated according to the compliance with Preferential Procurement Policy Framework Act.
2. The bids should include company registration number, tax reference number, Central Supplier Database (CSD) Report, valid tax clearance certificate or TCC

code, certified copy of ID document, vat registration no, quotation validity period, delivery period, signature. **FAILURE TO SUPPLY ALL THE ABOVE REQUESTED INFORMATION WILL RENDER YOUR BID INVALID / NON-RESPONSIVE**

3. Ntinga O.R. Tambo Development Agency Supply Chain Management Policy will apply available for download www.ntinga.org.za
4. A letter of confirmation from the local municipality where the bidder pays rates must be attached confirming that all rates and taxes are no more than 3 months in arrears.
5. Ntinga O.R. Tambo Development Agency does not bind itself to accept the lowest price bid or any other bid and reserves the right to award the whole or part of the bid.
6. Original or certified copy of Broad Based Black Economic Empowerment Certification should be attached if not attached your bid will score zero for preference points.

Quotations clearly marked **“RFQ 02/09/2026 “CUSTOMER CARE TRAINING FOR 11 OFFICIALS”** may be emailed to rfq@ntinga.org.za. and/or deposited in a bid box placed in the Ntinga O. R Tambo reception at the following address: OLD GOVERNMENT PRINTERS, No.05 Textile Road, Vulindlela Heights, Southernwood, Mthatha, 5099Late quotations will not be considered. **Closing Date Thursday, 17 September 2026 at 12:00. For enquiries, please contact Ms. A Njemla 083 3360806 or email address: abongilen@ntinga.org.za**

Approved by;


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M. Mpatheni

Acting Chief Financial Officer

08/09/2026

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Date

