

## Request for Quotation (RFQ)

### For the Provision of Customer Centricity Training Programme to the CSIR, for a period of 12 months on an “as and when required” basis

**RFQ No. 5940/20/10/2022**

Date of issue	Thursday, 06 October 2022	
Compulsory virtual briefing session	Date: Thursday, 13 October 2022 Time: 09H00 – 10H00 Link: MS Teams <a href="#">Click here to join the meeting</a> Meeting ID: 336 297 226 841 Passcode: DcJSxJ <a href="#">Download Teams</a>   <a href="#">Join on the web</a>	
Closing date and time for submission of quotes	Date: Thursday, 20 October 2022 Time: 16H30 <b>Late bids will not be considered</b>	
Enquiries	Strategic Procurement Unit	E-mail: tender@csir.co.za
CSIR business hours	08:00 – 16:30	

## **SECTION A: TERMS OF REFERENCE, SCOPE OF WORK, TECHNICAL SPECIFICATION AND FUNCTIONAL REQUIREMENTS**

### **1 INTRODUCTION**

The Council for Scientific and Industrial Research (CSIR) is one of the leading African research and technology development organisations. The CSIR's mandate is to undertake directed and multidisciplinary research and technology innovation that contributes to the improvement of the quality of life of South Africans. The CSIR lives and achieves this mandate in partnership with national and international research and technology institutions, parties in the public and private sectors and with civil societies.

### **2 INVITATION FOR QUOTATION**

Quotations are hereby invited for the provision of Customer Centricity Training Programme to the CSIR, for a period of 12 months on an "as and when required" basis.

### **3 SCOPE OF WORK AND DELIVERABLES**

#### **3.1 The service provider is expected to provide the following**

Customer focus/ centricity training is required for the maintenance teams who engage with CSIR employees at all levels in providing maintenance and soft (receptionist & boardroom support) services.

The course content and delivery should be customized, and we require a facilitator that is able to successfully present a course for lower-level employees. There is a varying level of comprehension in the team with some employees not having a matric qualification while others have tertiary qualifications.

Course content should as a minimum cover the following but limited thereto.

- Understanding why the customer is important to us
- Customer centric service culture

- How to become a brand champion for the department
- Active listening
- Attention and focus
- Service skills
- Creating a positive customer experience
- Exceeding customers' expectations
- After service follow-ups
- Effective use of technology associated with selling skills
- Empathy and understanding customer behavior
- Identifying and knowing who your customers are
- Getting to know your customer and understanding their needs
- Handling of customer queries and effective complaints resolution methods
- Powerful and simple customer feedback measurement and KPI
- Monitoring customer feedback
- How to respond to poor customer feedback
- Problem solving and creativity
- Supreme service skills
- Emotional intelligence

3.2 Key deliverable and outputs must include but not limited to

- Improved customer service skills
- Increased customer satisfaction
- Higher employee motivation/ engagement
- Improved productivity

#### **4 PRICING SCHEDULE**

Bidders are to quote as per the pricing schedule indicated in Annexure A.

##### **Notes to Pricing:**

Bidders are to note that if the price offered by the highest-scoring bidder is not market-related, CSIR may not award the contract to that bidder. CSIR may:

- negotiate a market-related price with the Respondent scoring the highest points or cancel the RFQ.
- if that bidder does not agree to a market-related price, negotiate a market-related price with the bidder scoring the second-highest points or cancel the RFQ.
- if the bidder scoring the second-highest points does not agree to a market-related price, negotiate a market-related price with the bidder scoring the third-highest points or cancel the RFQ.
- If a market-related price is not agreed upon with the bidder scoring the third-highest points, CSIR may cancel the RFQ.

**NB: The above cost must be inclusive of all costs required to render the required services as per the above scope of work and specifications**

**4.1 Additional quotation requirements (These must be submitted with and/or indicated in quote):**

- 4.1.1 The supplier must submit quotation on their official company letterhead.
- 4.1.2 The supplier must quote on all the items/services listed in Pricing Schedule in line with the stipulated specifications.
- 4.1.3 The pricing must be firm and inclusive of all costs required to deliver the required services to the CSIR.
- 4.1.4 Bidders will be required to provide at least three (3) contactable reference letters from 3 different clients for similar projects rendered between 2015 and 2022.
- 4.1.5 Bidders must submit a CV of the Facilitator/s, who will ideally be the same across all trainings for consistency.
- 4.1.6 Goods and/or services are to be delivered to the CSIR.
- 4.1.7 The highest scoring bidder will be required to make a presentation on their proposed offer before appointment is confirmed.

**5 MANDATORY DOCUMENTS REQUIRED / RETURNABLES:**

Bidders must submit the below-mentioned documents and/or information and confirm compliance thereof.

No.	Description	Please indicate Yes/No
1.	Official quotation on company letterhead	
2.	Completed price schedule, Annexure A	
3.	Completed and duly signed Declaration by Bidder, Annexure B	
4.	Completed and duly signed Invitation to Bid, SBD 1 - Annexure C	
5.	Completed and duly signed Bidder's Disclosure Form - SBD 4, Annexure, D	
6.	Bidders must submit a minimum of three (3) contactable reference letters for similar services rendered between 2025 and 2022. Reference letters must sight evidence of success in similar projects.	
7.	Bidders must provide proof of valid SETA accreditation	
8.	<p>Bidders must submit a detailed CV of the Facilitator/s to be assigned to the project with proven expertise / experience in delivering training.</p> <p>Facilitator must:</p> <ul style="list-style-type: none"> <li>• Submit proof of valid registrations/affiliations</li> <li>• Submit proof of qualifications</li> <li>• Demonstrate an understanding of customer centricity culture</li> <li>• Must be familiar with latest technology to facilitate training in a hybrid setup</li> <li>• Preferably be multilingual</li> </ul>	
9.	<p>Bidders must submit a detailed training methodology which should include but not limited to the following.</p> <ul style="list-style-type: none"> <li>• Bidders must indicate material to be used, e.g., books, handouts, manuals.</li> <li>• How they will test understanding/ learning outcomes of the programme.</li> <li>• Structure: target group, aim of the course, content of the course, duration.</li> </ul>	

**NB:** Non-submission of the above-mentioned documents as well as any deviation from the above quotation requirements and specifications may deem your submission unresponsive and may thus result in your submission not being considered for Price and BBBEE evaluation.

## **6 ELIMINATION CRITERIA**

Suppliers will be eliminated under the following conditions.

- 6.1 Bidders that submit late bids will not be considered.
- 6.2 Bidders that submit to the incorrect location or email address will be eliminated.
- 6.3 Bidders who fail to attend the compulsory virtual briefing session.
- 6.4 Bidders that are listed on the NT database of restricted suppliers will not be considered.
- 6.5 Bidders that are registered on the NT Register of Tender Defaulters will not be considered.
- 6.6 Bidders that do not submit a fully completed and signed SBD 1 Form will not be considered.
- 6.7 Bidders that do not submit a fully completed and signed SBD 4 Form will not be considered.
- 6.8 Non-submission of any of the mandatory/returnable documents specified in **section 5** above.

## **7 EVALUATION CRITERIA**

- 7.1 Selection of suppliers will be based on the 80/20 preference point system.
- 7.2 Submit a valid B-BBEE Certificate (SANAS accredited) or sworn affidavit indicating the B-BBEE Status level. (RSA suppliers only)
- 7.3 No B-BBEE status will equal zero points. (RSA suppliers only)
- 7.4 Indicate CSD number (National Treasury Central Supplier Database) on quotation. If not registered yet on CSD, use [www.csd.gov.za](http://www.csd.gov.za) to register.
- 7.5 No order will be issued, or no contract will be signed without a valid CSD number (Only applicable to RSA suppliers).

## SECTION B: TERMS AND CONDITIONS

### 8 BRIEFING SESSION INFORMATION

A compulsory virtual briefing session will be held under the following details

Date	Thursday, 13 October 2022
Time	09H00 – 10H00
Venue	Ms Teams <a href="#">Click here to join the meeting</a> Meeting ID: 336 297 226 841 Passcode: DcJSxJ <a href="#">Download Teams</a>   <a href="#">Join on the web</a>

### 9 PRICING QUOTATION

- 9.1 Price needs to be provided in South African Rand (excl. VAT), with details on price elements that are subject to escalation and exchange rate fluctuations clearly indicated, if applicable.
- 9.2 Price should include additional cost elements such as freight, insurance until acceptance, duty where applicable, etc.
- 9.3 Payment will be according to the CSIR Payment Terms and Conditions.

**The price should be firm and inclusive of costs and all services required to deliver on the required goods and/or services.**

### 10 PROCEDURE FOR SUBMISSION OF QUOTATIONS

- 10.1 All quotations must be submitted electronically to: [tender@csir.co.za](mailto:tender@csir.co.za)
- 10.2 Respondents must use the RFQ number as the subject reference number when submitting their bids
- 10.3 The email and file sizes should not exceed a total of 25 per email
- 10.4 The naming / labelling syntax of files or documents must be short and simple (e.g., BBBEE Certificate)
- 10.5 Each bidder will be limited to send two emails with their submissions, and the subject of the email must clearly reference the bidder's name and RFQ number

- 10.6 All documents submitted electronically via email must be clearly visible.
- 10.7 Documents submitted via cloud solutions such as: *WeTransfer, Google Drive, Dropbox, etc.* will not be considered.
- 10.8 Tenders or documents received after the closing date and time will be considered as a late submission. Late submissions will not be evaluated.

**NB: NO HARD COPIES OR PHYSICAL SUBMISSIONS WILL BE ACCEPTED**

**11 REQUIREMENTS FOR A VALID BROAD-BASED BLACK ECONOMIC EMPOWERMENT (B-BBEE) CERTIFICATE, CIPC CERTIFICATE AND SWORN AFFIDAVIT**

11.1 Only those tenderers who submit a valid SANAS accredited B-BBEE certificate or Sworn Affidavit (DTIC or CIPC) will be awarded points for B-BBEE during evaluation.

11.2 The following constitutes a valid **B-BBEE certificate**:

- Name of enterprise as per enterprise registration documents issued by CIPC, and enterprise business address
- Value-Add Tax number, where applicable
- The B-BBEE Scorecard against which the certificate is issued, indicating all elements and scores achieved for each element. The actual score achieved must be linked to the total points as per the relevant Codes
- B-BBEE status with corresponding procurement recognition level
- The relevant Codes used to issue the B-BBEE Verification Certificate
- Date of issue and expiry (e.g. 9 June 2018 to 8 June 2019). Where a measured entity was subjected to a re-verification process, due to material change, the B-BBEE Verification Certificate must reflect the initial date of issue, date of re-issue and the initial date of expiry. Re-verification does not extend the lifespan of the B-BBEE Verification Certificate
- Financial period which was used to issue the B-BBEE Verification Certificate
- Unique identification number of the B-BBEE verification professional or agency (e.g., BVA...)
- Name and logo/mark of the B-BBEE verification professional or agency



- A B-BBEE Verification Certificate must be signed by the technical signatory at the bottom with full name and surname. The details of the technical signatory can be checked from the SANAS website ([www.sanas.co.za](http://www.sanas.co.za)). No other person is allowed to sign the B-BBEE Verification Certificate apart from the technical signatory
- The SANAS logo on the B-BBEE Verification Certificate

**11.3** The following constitutes a valid **DTIC Sworn Affidavit:**

- Name/s of deponent as they appear in the identity document and the identity number.
- Designation of the deponent as either the director, owner or member must be indicated in order to know that person is duly authorised to depose of an affidavit.
- Name of enterprise as per enterprise registration documents issued by the CIPC, where applicable, and enterprise business address.
- Percentage of black ownership, black female ownership and designated group. In the case of specialised enterprises as per Statement 004, the percentage of black beneficiaries must be reflected.
- Indicate total revenue for the year under review and whether it is based on audited financial statements or management account.
- Financial year end as per the enterprise's registration documents, which was used to determine the total revenue.
- B-BBEE Status level. An enterprise can only have one status level.
- Empowering supplier status must be indicated. For QSEs, the deponent must select the basis for the empowering supplier status.
- Date deponent signed and date of Commissioner of Oath must be the same.
- Commissioner of Oath cannot be an employee or ex officio of the enterprise because, a person cannot by law, commission a sworn affidavit in which they have an interest.

**11.4** The following constitutes a valid **CIPC B-BBEE certificate:**

- Name of enterprise, registration number and business address.
- Date of issue and expiry adding to twelve months (e.g., 9 June 2018 to 8 June 2019) must be indicated.

- Percentage of total black ownership, black female ownership and total white ownership.
- Certificate number.
- Barcode with tracking number
- Barcode with enterprise number.
- B-BBEE Status and procurement recognition level.
- The DTIC logo on the top left corner, and CIPC logo on the top right corner.
- CIPC watermark

## **12 CORRECTNESS OF RESPONSES**

- 12.1 The tenderer must confirm satisfaction regarding the correctness and validity of their quotation and that all prices and rates quoted cover all the work/items specified in the RFQ. The prices and rates quoted must cover all obligations under any resulting contract.
- 12.2 The tenderer accepts that any mistakes regarding prices and calculations will be at their own risk.

## **13 ADDITIONAL TERMS AND CONDITIONS**

- 13.1 A tenderer shall not assume that information and/or documents supplied to CSIR, at any time prior to this request, are still available to CSIR, and shall consequently not make any reference to such information document in its response to this request.
- 13.2 Copies of any affiliations, memberships and/or accreditations that support your submission must be included in the tender.
- 13.3 An omission to disclose material information, a factual inaccuracy, and/or a misrepresentation of fact may result in the disqualification of a tender, or cancellation of any subsequent contract.
- 13.4 Failure to comply with any of the terms and conditions as set out in this document will invalidate the Quotation.

## **14 CSIR RESERVES THE RIGHT TO**

- 14.1 Extend the closing date
- 14.2 Verify any information contained in a proposal
- 14.3 Request documentary proof regarding any tendering issue

- 14.4 Appoint one or more service providers, separately or jointly (whether or not they submitted a joint proposal)
- 14.5 Award this RFQ as a whole or in part
- 14.6 Cancel or withdraw this RFQ as a whole or in part.

## **15 PERSONAL INFORMATION**

- 15.1 Each Party consents to the other Party holding and processing “personal information” (as defined in the POPI Act) relating to it for legal, personnel, administrative and management purposes (including, if applicable, any “special personal information” relating to him/her, as defined in the POPI Act). Notwithstanding the generality of the aforesaid, each Party hereby undertakes to comply with all relevant provisions of the POPI Act and any other applicable data protection laws. The Client further agrees to comply with all CSIR’s reasonable internal governance requirements pertaining to data protection.
- 15.2 Each Party consents to the other Party making such information available to those who provide products or services to such parties (such as advisers, regulatory authorities, governmental or quasi-governmental organisations and potential purchasers of such Party or any part of their business).
- 15.3 The Client consents to the transfer of such information to CSIR’s business contacts outside South Africa in order to further its business interests.
- 15.4 While performing any activity where a Party is handling personal information as a “responsible party” (as defined in the POPI Act), each Party undertakes that it will process the personal information strictly in accordance with the terms of the POPI Act, this Contract, and the other Party’s instructions from time to time, and take appropriate operational measures to safeguard the data against any unauthorised access.
- 15.5 Each Party acknowledges that in the course of conducting business with each other, each Party intends to maintain and process personal information about the other Party in an internal database. By signing this Contract, each Party consents to the maintenance and processing of such personal information.
- 15.6 Where relevant, the Client shall procure that all of its personnel, agents, representatives, contractors, sub-contractors, and mandataries shall comply with the provisions of this clause 12 (Personal Information). The CSIR shall be entitled on reasonable notice to

conduct an inspection or audit Client's compliance with the requisite POPI Act safeguards.

## **16 DISCLAIMER**

This RFQ is a request for quotations only and not an offer document. Answers to this RFQ must not be construed as acceptance of an offer or imply the existence of a contract between the parties. By submission of its quotation, tenderers shall be deemed to have satisfied themselves with and to have accepted all Terms & Conditions of this RFQ. The CSIR makes no representation, warranty, assurance, guarantee or endorsements to tenderer concerning the RFQ, whether with regard to its accuracy, completeness or otherwise and the CSIR shall have no liability towards the tenderer or any other party in connection therewith.

## **17 OTHER TERMS AND CONDITIONS**

17.1 The supplier shall under no circumstances offer, promise or make any gift, payment, loan, reward, inducement, benefit or other advantage, which may be construed as being made to solicit any favour, to any CSIR employee or its representatives. Such an act shall constitute a material breach of the Agreement and the CSIR shall be entitled to terminate the Agreement forthwith, without prejudice to any of its rights.

17.2 A validity period of **90 calendar days** will apply to all quotations except where indicated differently on the quote.

**18 No goods and/or services should be delivered to the CSIR without an official CSIR Purchase order or signed supplier agreement. The CSIR purchase order number must be quoted on the invoice. Invoices without CSIR purchase order numbers will be returned to supplier.**

**19 Note: This is not a Purchase Order**

## 20 ANNEXURE A – PRICE SCHEDULE

Customer Service Training for 70 employees. The training should be delivered in a hybrid format, with attendance in person on the Pretoria campus and employees in the regional sites attending remotely on Microsoft Teams.

<b>Deliverables</b>	<b>Unit of Measure</b>	<b>Estimate number of delegates</b>	<b>Rate per Person / Price (Excl. Vat)</b>	<b>Total Amount (Excl. Vat)</b>
Customer service training – hybrid format. Venue, CSIR Scientia	People	50		
Customer service training – Remote. Venue, MS Teams (Cape Town & Durban)	People	20		
Disbursements (material, presentation, travelling, certificates etc.)	Sum	1		
			Sub Total	
			15% VAT	
			Total	

**Note: Please submit a quotation on your company letterhead**

**21 ANNEXURE B - DECLARATION BY BIDDER**

**Only tenderers who completed the declaration below will be considered for evaluation.**

**RFQ No:** \_\_\_\_\_

I hereby undertake to render services described in the attached tendering documents to CSIR in accordance with the requirements and task directives / proposal specifications stipulated in

**RFQ No:** \_\_\_\_\_ at the price/s quoted. My offer/s remains binding upon me and open for acceptance by the CSIR during the validity period indicated and calculated from the closing date of the proposal.

I confirm that I am satisfied with regards to the correctness and validity of my proposal; that the price(s) and rate(s) quoted cover all the services specified in the proposal documents; that the price(s) and rate(s) cover all my obligations and I accept that any mistakes regarding price(s) and rate(s) and calculations will be at my own risk.

I accept full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on me under this proposal as the principal liable for the due fulfilment of this proposal.

I declare that I have no participation in any collusive practices with any tenderer or any other person regarding this or any other proposal.

I accept that the CSIR may take appropriate actions, deemed necessary, should there be a conflict of interest or if this declaration proves to be false.

I confirm that I am duly authorised to sign this proposal.

NAME (PRINT) .....

CAPACITY .....

SIGNATURE .....

NAME OF FIRM .....

DATE .....

<b>WITNESSES</b>	
1	.....
2	.....
DATE:.....	

**22 ANNEXURE C – SBD 1 Form**

The completed and signed SBD 1 form must be submitted with the quotation

**23 ANNEXURE D – SBD 4 Form**

The completed and signed SBD 4 form must be submitted with the quotation