

REQUEST FOR QUOTE (RFQ)

RFQ NUMBER	SS/359/03/2023
DATE ISSUED	22 March 2023
PROJECT NAME	PROVISION OF CUSTOMER CENTRICITY WORKSHOP FOR SANSA HERMANUS
CLOSING DATE AND TIME	30 March 2023 at 12:00
NAME OF PROPOSER/TENDERER	
CSD SUPPLIER NUMBER (MA NUMBER)	
TELEPHONE NUMBER	
FAX NUMBER	
EMAIL ADDRESS	
PHYSICAL ADDRESS	
B-BBEE STATUS LEVEL OF CONTRIBUTION	
FULL NAME OF BIDDER OR HIS OR HER REPRESENTATIVE	
IDENTITY NUMBER	
POSITION OCCUPIED IN THE COMPANY (DIRECTOR, TRUSTEE, SHAREHOLDER)	
COMPANY REGISTRATION NUMBER	
TAX REFERENCE NUMBER	
VAT REGISTRATION NUMBER	
QUOTE PRICE (INCL VAT)	
SIGNATURE	

Full details of directors / trustees / members / shareholders.

Full Name	Identity Number	Personal Tax Reference Number	State Employee Number / Personal Number

A. BIDDER'S DISCLOSURE (SBD 4)

1. PURPOSE OF THE FORM

Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa and further expressed in various pieces of legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.

Where a person/s are listed in the Register for Tender Defaulters and / or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

2. Bidder's declaration

2.1 Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest¹ in the enterprise, employed by the state? **YES/NO**

2.1.1 If so, furnish particulars of the names, individual identity numbers, and, if

¹ the power, by one person or a group of persons holding the majority of the equity of an enterprise, alternatively, the person/s having the deciding vote or power to influence or to direct the course and decisions of the enterprise.

applicable, state employee numbers of sole proprietor/ directors / trustees / shareholders / members/ partners or any person having a controlling interest in the enterprise, in table below.

Full Name	Identity Number	Name of institution	State

2.2 Do you, or any person connected with the bidder, have a relationship with any person who is employed by the procuring institution? **YES/NO**

2.2.1 If so, furnish particulars:

.....
.....

2.3 Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise whether or not they are bidding for this contract? **YES/NO**

2.3.1 If so, furnish particulars:

.....
.....

3 DECLARATION

I, _____ the _____ undersigned, (name)..... in submitting the accompanying bid, do hereby make the following statements that I certify to be true and complete in every respect:

- 3.1 I have read and I understand the contents of this disclosure;
- 3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;
- 3.3 The bidder has arrived at the accompanying bid independently from,

- and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium² will not be construed as collusive bidding.
- 3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.
- 3.4 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.
- 3.5 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.
- 3.6 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT.

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO BE FALSE.

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² Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.



science & innovation

Department:
Science and Innovation
REPUBLIC OF SOUTH AFRICA



SANSA
SOUTH AFRICAN NATIONAL
SPACE AGENCY

SCM-F-04 - RFP

Signature

Date

.....

.....

Position

Name of bidder

B. REQUEST FOR QUOTATION FOR THE PROVISION OF CUSTOMER CENTRICITY TRAINING WORKSHOP AT SANSA IN HERMANUS.

1. BACKGROUND TO SANSA

The South African National Space Agency (SANSA) has a mandate, as outlined in the South African National Space Agency Act, 2008 (Act No 36 of 2008), to co-ordinate and integrate national space science and technology programmes and conduct long-term planning and implementation of space-related activities in South Africa, for the benefit of the citizens of South Africa

2. SCOPE OF WORK (TERMS OF REFERENCE)

SANSA requires a service provider to conduct a Workshop on Customer Centricity (65 people) that includes the following aspects.

WORKSHOP ON CUSTOMER CENTRICITY

A.1. The Workshop on Customer centricity must include:

- Principles and practices on customer engagement
- Understanding the need of the customer
- Communicating effectively to customers
- Creating long lasting relations with customers
- Active listening, clear communication, positive language, persuasion, and empathy

A.2. Specific outcomes needed for this workshop are:

- Better communication with customers
- Dealing effectively and efficiently with difficult customers
- Dealing effectively and efficiently with customer complaints and queries
- Understanding the needs of customers
- Effective communication (verbal, written and virtual)
- The value of service standards

PLEASE NOTE THE FOLLOWING:

- The training **MUST** be conducted on-site in **HERMANUS, WESTERN CAPE**. SANSA will provide the training facilities.
- Workshop to be conducted in English
- Workshop to be conducted for (1) one day during working hours (08h00-16h00) Monday to Friday

- Quote – per workshop (1 day)
- There will be 50 to 65 people attending the training in one group.
- Course material should be made available before the course commences.
- Certificates of attendance to be issued.

C. EVALUATION CRITERIA

SANSA promotes the concept of “best value” in the award of contracts, as opposed to merely looking for the cheapest price, which does not necessarily provide the best value. Best value incorporates the expertise, experience and technical proposal of the organisation and individuals who will be providing the service and the organisational capacity supporting the project team.

SANSA is committed to achieving Government's transformation objectives in terms of the Preferential Procurement Policy Framework Act.

The value of this bid is estimated not to exceed R1 million (all applicable taxes included) and therefore the **80/20** system shall be applicable.

The procedure for the evaluation of responsive tenders is **price, functionality (quality) and preference** method. The evaluation of the bids will be conducted in the following two stages:

- Firstly, the assessment of quality will be done in terms of the evaluation criteria (Table 3) and the minimum threshold of **70 points** explained below. A bid will be disqualified if it fails to meet the minimum threshold for functionality as per the bid invitation
- Thereafter, only the qualifying bids are evaluated in terms of the 80/20 preference points systems, where the 80 points will be used for price and the 20 points will be awarded to a bidder for attaining the B-BBEE status level of contributor in accordance with the Table below

1. Preference

(
Specific goals for this RFQ and number of points are indicated as per the table 1 below.

Proof of the specific goals below must be attached and submitted with the bid document in order to qualify for the preference points (specific goals).

Note to tenderers: The tenderer must indicate how they claim points for each preference point system.)

Table 1: Specific Goals and points

The specific goals allocated points in terms of this RFQ	Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (80/20 system) (To be completed by the tenderer)
B-BBEE Level 1	20	
B-BBEE Level 2	18	
B-BBEE Level 3	14	
B-BBEE Level 4	12	
B-BBEE Level 5	8	
B-BBEE Level 6	6	
B-BBEE Level 7	4	
B-BBEE Level 8	2	
Non contributor	0	
Total Points (Specific Goals)	20	

2. Eligibility Criteria

To be eligible for the functionality, price and preferencing evaluation, the bidder must submit the following as per table 2 below.

If there is “No” on the Table 2 below, the bidder who didn't submit the required document (s) with their bid will be requested in writing to submit them within three (3) working days for inclusion in the Bid Evaluation Committee item, if a bidder fails to submit on the 3rd working day, the relevant bid will be rejected.

Table 2: Eligibility Criteria

Criteria	Attached (Yes/No)	Comments
CSD Registration Summary Report with a compliant tax status		

3. Quality/Functionality:

Scores will be tabulated to 100 points. Respondents must score **70 points** and over to be assessed on their financial offer and preference score.

The allocation of points for the evaluation of quality/functionality is set out in Table3 below:

Table 3:

Criteria	Maximum Points
Company's Experience	25
Facilitator's Experience	25
Methodology and Proposal Outline	50
Total evaluation points for quality	100

Evaluation criteria 1: Company Experience

Bidder should provide evidence of past experience in the provision of training programmes and workshops of a similar nature to the scope of work. The evidence should be in the form of a detailed list of at least 3 contactable clients provided in the table below. Descriptions and scope of work for the listed clients should be provided with valid reference letters not older than 2 years. Please note that SANSAS reserves the right to contact references as part of the due diligence for RFQs.

The description should be put in tabular form as per the below table, and include the following:

Recent Client	Contact number and contact person	Full Description of workshop/programme (attach scope of work)

Score	Previous company experience (Workshop)
0	Supplier has no experience in workshops of a similar nature and/or has not provided any contactable references. Either one will result in a score of 0.
10	Supplier indicates that less than three (3) workshops of a similar nature have been completed and provided less than three (3) contactable references
20	Supplier indicates that three (3) workshops of a similar nature have been completed and provided three (3) contactable references
25	Supplier indicates that at least Five (5) workshops of a similar nature have been completed and has provided at least Five (5) contactable references

Evaluation criteria 2: Facilitator Experience

Facilitator to provide CV and portfolio showcasing experience in similar workshops and programmes

Score	Facilitator Experience Workshop
0	Facilitator has no experience / no CV or portfolio provided (or have omitted one of the two)
15	Facilitator has provided CV and portfolio indicating at least 5 similar workshops conducted
25	Facilitator has provided CV and portfolio indicating more than 5 similar workshops and conducted

Evaluation criteria 3: Methodology and Proposal Outline

Service provider must provide SANSA with an example of the course outlines (workshop and training programme) as well as approach to be used to achieve outcomes. This must be done in the form of a proposal to SANSA for how the supplier will meet the required scope of work as requested in this RFQ. The proposal must include how the service provider will distribute the requirements, indicating specific timelines.

The methodology must respond to the proposed scope of work and outline the approach for the desired outcomes. The methodology must be fitting to the environment, and business requirements within SANSA.

The scoring of the proposed approach will be as follows:

Score	Workshop Methodology
0	Service Provider has not provided methodology and/or any proposed approach to meeting the requirements
10	The proposal is poor or is unlikely to satisfy project objectives or requirements. The service provider has misunderstood certain aspects of the scope of work and does not deal with the critical aspects of the scope of the work. The proposal omits important outcomes and understanding of scope of work is inconsistent with the approach.

25	<p>The proposal is specifically tailored to address all scope of work objectives and requirements; and is sufficiently flexible to accommodate changes that may occur during execution.</p> <p>The work plan fits the methodology well; all important activities are indicated in the activity and their sequencing is appropriate and consistent with project objectives and requirements.</p> <p>There is a fair degree of detail that facilitates understanding of the proposed scope of work.</p>
50	<p>Besides meeting the "good" rating, the important issues are approached in an innovative and efficient way, indicating that the service provider has outstanding knowledge of the deliverables.</p> <p>The proposal details ways to improve the project outcomes and the quality of the outputs. The proposal has included value added services that is relevant to the project, and has taken all of SANSA's requirements fully into account.</p>

D. PRICING SCHEDULE

Pricing Instructions

1. The Bidder must price all items;
2. Rates are to include all costs with no unspecified cost to allow for a fair evaluation.
3. Payment will be made based on the deliverables (proven progress) for the services rendered/goods received.
4. Payment will only be made on the basis of invoices provided.
5. Offer to be valid for 30 days from the bid closing date.

DESCRIPTION	AMOUNT (EXCL VAT)
Training Workshop on Customer Centricity (in-person, per day)	
Travel Costs	
Any other costs (please specify)	
TOTAL CONTRACT AMOUNT (EXCLUDING VAT)	

VAT (15%)	
TOTAL CONTRACT AMOUNT (INCLUDING VAT)	

E. SPECIAL CONDITIONS

- a) Quotations to be returned to: [Nicole Strauss](mailto:nstrauss@sansa.or.za) at nstrauss@sansa.or.za
- b) Contract will not be awarded unless supplier is registered on the Central Supplier Database. A supplier registration summary with a compliance tax status must be submitted with the proposal. Potential suppliers should contact SANSAS should they require assistance in registering on the CSD)
- c) The offices of SANSAS are situated at the following address:
SANSAS Hermanus
Hospital Street
Hermanus
7200

F. SUPPORTING DOCUMENTATION AND MINIMUM CRITERIA

In order to demonstrate their capacity and score points with respect to the criteria, tenderers should provide the following supporting documentation.

- a. A method statement of how the RFQ proposes to implement the project. e.g.
 - Written full course layout addressing requirements as per the scope of work.
 - Facilitator' CV and portfolio
 - References with contact details (references may be contacted) of previous clients where similar courses were presented.
- b. Quotation to include travelling, training aids and certificates of attendance and successful completion.
- c. Quotation should be quoted per day not per person.
- d. B-BBEE status level verification certificate/Sworn affidavit must be submitted in order to qualify for preference points for B-BBEE);
- e. Quotation must reflect a cost breakdown, where applicable, prices quoted must be inclusive of VAT
- f. All pages of quotation must be signed by the authorised person
- g. SANSAS has the right to withdraw any quotation at any time within the validity of the quotation.
- h. SANSAS reserves the right to invite suppliers/companies to present their bid proposals for final decision

G. DECLARATION

The undersigned, who warrants that he / she is duly authorized to do so on behalf of the

enterprise:

- i) confirms that neither the name of the enterprise or the name of any partner, manager, director or other person, who wholly or partly exercises, or may exercise, control over the enterprise appears on the Register of Tender Defaulters established in terms of the Prevention and Combating of Corrupt Activities Act of 2004;
- ii) confirms that no partner, member, director or other person, who wholly or partly exercises, or may exercise, control over the enterprise appears, has within the last five years been convicted of fraud or corruption;
- iii) confirms that I / we are not associated, linked or involved with any other tendering entities submitting tender offers and have no other relationship with any of the tenderers or those responsible for compiling the scope of work that could cause or be interpreted as a conflict of interest;
- iv) confirms that the contents of this questionnaire/forms (SBD 4) are within my personal knowledge and are to the best of my belief both true and correct
- v) accept that, in addition to cancellation of a contract, action may be taken against me should the Declaration prove to be false.
- vi) confirms that the bidder has read the General Conditions of Contract (GCC) and agree with the conditions. The GCC can be found on SANSA website (<http://www.treasury.gov.za/divisions/ocpo/sc/generalconditions/>)

Signed

Date

Name

Position

Enterprise
name

BID CONDITIONS

1. Disqualification

Please note that if a bid document is not filled in correctly or completely, or complied with the specification, or is delivered/send after the bid closing date and time, or the supplier is not registered on the CSD or supplier has a non-compliant tax status, then unfortunately that bidder will be disqualified. Please return this document with the supporting documents.

2. Bid Document Submission

Emailed tender documents will be accepted. However, the onus is on the tenderer to ensure that complete email documents have been received by the SANSA by the due date and time.

Please note that any alterations to the tender document other than filling in the tenderer's details and tender price will automatically disqualify the tenderer.

COMPLIANCE WITH PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013) ("POPIA")

1. The Constitution guarantees citizens the right to privacy, including the right not to have the privacy of their communications infringed.
2. POPIA aims to promote the protection of privacy through the application of its guiding principles for the processing of personal information in a context-sensitive manner.

Committed to your Privacy

3. SANSAS fully comprehends that your personal and company information is valuable to you; your privacy is just important to SANSAS. SANSAS commits to safeguarding and lawfully processing your personal information.

Purpose for Processing your Personal Information

4. SANSAS collects, holds, uses and discloses your personal information mainly to provide you with access to its services. SANSAS will only process your personal information for a purpose you would reasonably expect, including:
 - Complying with any legal and regulatory requirements such as contract agreements, etc.
 - Confirming, verifying and updating your details.
 - Invoicing or paying you to ensure payment and tax compliance.
5. SANSAS may collect your personal information which may include your first name and last name, company name and its registration number, identity numbers, email address, physical or postal address, other contact information, banking details, etc.

Consent to Disclose and Share your Personal Information

6. SANSAS may need to share your personal information, with third parties, to provide advice, and/or services. Where SANSAS shares your personal information, it will take all reasonable precautions to ensure that the third party will treat your personal information with the same level of protection as required by SANSAS.

Request and Access to your Personal Information

7. Should you require further information on this or have any concerns about how your personal information is processed or used, you can contact SANSAS's Information Officer: Ms Andiswa Mlisa on popi_paia@sansa.org.za.
8. You can request access to the personal information SANSAS has on you at any time. If you think that SANSAS has outdated information, you may request to update or correct it. You can also opt-out and request the removal of your personal information at any time. If there are any lawful reasons for requiring SANSAS to retain any information, SANSAS will advise so.

9. PLEASE TAKE NOTE that your personal information is securely hosted on infrastructure / system managed by SANSAS. SANSAS assures you that your information will not be shared for any marketing or promotional purposes without your consent.

10. SANSAS will continue to manage, monitor, refine and develop policies, processes and systems. This will ensure that SANSAS takes every practical and reasonable step(s) to ensure data protection, is in line with POPIA.

END