



Telkom Tenders

RFP0238/2009: For outsourced training for Telkom Mobile
Closing date & Time 2009/12/15 @ 11:00
CONTACT PERSON Laura Van De Werken
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Cost R50.00

The tender document can be obtained from Telkom's Tender Office at the following address:

Attention: Marietjie Mattheus
Tel: (012) 311 3009
Telkom Tender Office
179 Proes Street
Pretoria 0001

SCOPE:

When developing new products and solutions in any environment, it is crucial to ensure that effective and appropriate training is provided to all relevant staff members, particularly those that interact with customers on a daily basis. Telkom will be launching a mobile solution; as a result, new products, processes and systems will be introduced to Telkom employees and the market at large. It is the responsibility of the Telkom Mobile training team to ensure that proper training is offered to all respective areas within the organization.

CRITICAL CRITERIA RFP0238/2009:

Potential Bidders have to comply with the following critical criteria. Non-compliance to any one of these criteria or no supporting documentation supplied, i.e. SARS certificate, with the RFP response for any one of the criteria may invalidate a bid.

BEE CRITICAL CRITERIA:

Telkom requires that all bidders must have a minimum of **25.1% Effective Black Shareholding/equity ownership**. The Bidder must complete the BEE questionnaire in the RFP document and provide all the documents as stated below. Companies with complex shareholding structures should provide a detailed shareholding structure highlighting the effective shareholding of the Blacks in all the different entities where they have indicated black shareholding in section 1 of the questionnaire. Failure to complete the BEE questionnaire and to provide all documents as requested in this paragraph will be taken as non compliance to this critical criterion.

Bidders are further requested to submit their latest Verification certificates.



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TECHNICAL CRITICAL CRITERIA:

- a. All training instructors provided to Telkom must have at least 5 years training experience (All training instructors shall provide their skills matrix and accreditation for training).
- b. The company shall have at least 3 years experience in training in telecommunications environment. The company must be able to provide supporting documentation indicating the types of training already provided within the same industry. The company must provide its accreditation status by means of official certificates attained.
- c. The company shall be able to prepare training course materials, i.e. training manuals, information booklets, etc. and must provide physical proof in that regard.
- d. The company must be able to provide training nationally as well as onsite and be able to prove its presences nationally

BIDDER'S CONFERENCE:

A Bidder's conference will be held

Date: 03 December 2009

Time: 09h00

Venue: Telkom Towers North, 152 Proes Street, Pretoria: Strelizia conference room

All questions that need to be answered during the Bidders Conference must be in writing and must reach Laura Van De Werken by no later than close of business on 30 November 2009. Attendance of the Bidder's Conference is not compulsory.