



## BID PUBLICATION

RFP 0370/2012: THE PROVISION OF NATIONAL CERTIFICATE CONTACT CENTRE TO TELKOM.

---

Publish Date:	2012-07-05
Closing date & Time:	2012.07.31 @ 11H00
Contact Person:	Constance Mokoena
Tel:	012-311-2592
Fax:	088 012 311- 2227
E-mail address:	Mokoennc@telkom.co.za
Document Fee:	R50.00

### 1. **SCOPE:**

Telkom wish to invite potential Bidder/s to bid for the provision of National Certificate Contact Centre.

### 2. **CRITICAL CRITERIA REQUIREMENTS:**

Potential bidders have to comply with the following critical criteria. Non-compliance to any one of these criteria or no supporting document supplied with RFP 0370/2012 response for any of the criteria will invalidate a bid.

- 2.1 Bids are exclusively for training providers who are currently registered with the Services SETA and accredited to present and assess the specified two qualifications. The bidder needs to provide a valid company accreditation certificate from Services SETA.



- 2.2 Provide evidence of conducting the proposed Recognition of Prior Learning (RPL) process during the past 24 months. The Bidder needs to provide statements of all learner results from the national learner record data base. Bidders to provide confirmation by means of the statement that have been verified by Services SETA, either by means of a letter or a Services SETA stamp
- 2.3 Bidder to provide proof of registration for at least two (2) assessors and two (2) moderators that will be involved in these RPL and certification processes

### 3. **BEE**

At the Closing Date of this Bid, the Bidder must have a valid B-BBEE Recognition Certificate evidencing a minimum level 4 (four) or better BEE status issued by a SANAS accredited verification agency. A valid SANAS accredited certificate must be attached to the bid response.

If the Bidder is an Exempted Micro Enterprise (EME), the Bidder must provide Telkom with a letter from their auditors confirming their EME status.

#### **BIDDER'S CONFERENCE:**

- Date:** 18 July 2012 (Wednesday)
- Venue:** Telkom SA Limited  
178 Vermeulen Street  
Telkom Tower South building  
20<sup>st</sup> Floor Conference Room  
Pretoria
- Time:** 10:00am till 11:00am



---

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

**Attention:** Benji Ramatlakana  
**Tel:** (012) 311 3364

Telkom Towers South  
Lower Ground Floor  
179 (Johannes  
Ramokhoase (formerly  
known as Proes Street)  
Pretoria  
0001