HEAD OFFICE
Regus Building Office
169 Oxford Road
Cradock Square
Rosebank
Johannesburg, 2196
Tel:(011) 372 3300

EASTERN CAPE
Waverley Office Park
3 - 33 Philip Frame Road
Chiselhurst
East London, 5200
Tel: (043) 726 8314
Fax: (043) 726 8302

FREE STATE
Regus Bloemfontein
Unipark Building
Vodacom Lane, Nobel Str
Brandwag
Bloemfontein, 9301
Tel: (051) 430 5072
Fax: (051) 430 5080

GAUTENG
112 Main Street
9th Floor
Marshalltown
Johannesburg CBD, 2001
Tel: (011) 403 1301/2/3/6
Fax: (086) 614 8781

KWAZULU-NATAL
Kent House
1 Neptune Road
Westville
Durban, 3629
Tel: (031) 304 5930
Fax: (031) 301 9313

LIMPOPO
89B Biccard Street
Polokwane, 0700
Tel: (015) 295 9303
Fax: (015) 295 9301

MPUMALANGA
Streak Office Park
6 Streak Street
Block B, 1st Floor
Nelspruit, 1201
Tel: (087) 352 7108
Fax: (013) 752 2917

NORTHERN CAPE
Montrio Corporate Park
Monument Heights
10 Oliver Road
Kimberly, 8300
Tel: (053) 832 0051/ 2
Fax: (053) 832 0047

NORTH WEST
Sparkling Office Park
78 Retief Cnr Peter
Mokaba Street
Potchefstroom, 2531
Tel: (018) 294 5280
Fax: (018) 294 5719

WESTERN CAPE
Sunbel Building
2 Old Paarl Road
Office 205, 2nd Floor
Belville, 7530
Tel: (021) 946 4022
Fax: (021) 946 4043

RFQ NO: 15 - 2026/27 – RE-ADVERTISEMENT

REQUEST FOR QUOTATIONS

TERMS OF REFERENCE FOR THE APPONITMENT OF AN ACCREDITED SERVICE PROVIDER TO CONDUCT TIP OFF ANONYMOUS SERVICES FOR THE ETDP SETA

Annexure A

Tip off anonyms Site visit Inspection

Site Visits/Site Inspection: = 50

*Bidders are expected to obtain minimum of **40 points** in the site inspection in order to qualify for price proposal evaluation.*

NO	PROCEDURE TO BE PERFORMED	METHOD OF EVALUATION	POINTS	COMMENT
1	Evidence of communication in all SA official languages **(Capability)** a. 11 Official Languages = **20** b. 7 Official Languages = **15** c. 5 Official Languages = **10**	Assessment of employees' ability to communicate in multiple languages	**20**	
2	Call centre assessment- Minimum of 2 agents on site **(Capacity)** 1. Minimum of two (2) agents = **10** 2. 1 agent = **2**	Assess the adequacy of call centre staffing levels	**10**	
3	Business continuity plan specific to the project: Hybrid working system (laptop, connectivity, ability to respond to call even when there is a loadshedding) = **10** Backup of data (online) = **5** **Accesses to the information In-case of the building destroyed**	Review the Business Continuity Plan (BCP) and the ICT recovery plan currently in place	**15**	
4	**System generating report** online system where manager will access/generate report = **5**	Review the report generated form the system	**5**	

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……

Signature:

Name of Signatory: …….

Company Name…….

Date: ……..

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