REQUEST FOR QUOTATION

APPOINTMENT OF A SERVICE PROVIDER TO RENDER ETHICS AND CUSTOMER SERVICE TRAINING TO INSPECTORS IN THE NATIONAL REGULATOR FOR COMPULSORY SPECIFICATIONS (NRCS)

(RFQ NO: 104.26)

CLOSING DATE AND TIME: 02 DECEMBER 2026

TERMS OF REFERENCE / SPECIFICATION

APPOINTMENT OF A SERVICE PROVIDER TO RENDER ETHICS AND CUSTOMER SERVICE TRAINING TO INSPECTORS IN THE NRCS

1. BACKGROUND

The effective functioning of the regulatory system depends on inspectors who demonstrate high ethical standards, professionalism, accountability, impartiality and a strong commitment to service excellence.

Inspectors perform an important role in ensuring compliance with applicable legislation, regulations, policies and prescribed standards. In carrying out their duties, they interact with members of the public, regulated entities, businesses and other stakeholders. These interactions require sound ethical judgement, effective communication, fairness and the consistent application of regulatory requirements.

The NRCS therefore intends to strengthen the capacity of inspectors through structured training in ethics and customer service. The training will promote ethical conduct, prevent conflicts of interest, enhance professional behaviour and improve the quality of service delivered to stakeholders.

2. PURPOSE

The purpose of this assignment is to appoint a suitably qualified and experienced service provider to develop and/or deliver ethics and customer service training to inspectors operating within the NRCS.

The training must equip inspectors with the knowledge, skills and practical competencies required to execute their regulatory responsibilities ethically, professionally, impartially and in a customer-focused manner.

3. OBJECTIVES OF THE TRAINING

The objectives of the training are to:

3.1 Strengthen inspectors' understanding of ethical conduct and professional standards in the public service and regulatory environment.

3.2 Promote integrity, honesty, accountability, transparency and impartiality in the execution of inspection duties.

3.3 Improve inspectors' ability to identify, prevent and appropriately report unethical conduct, corruption, fraud and conflicts of interest.

3.4 Enhance communication, interpersonal and customer service skills when engaging with regulated entities, members of the public and other stakeholders.

3.5 Promote professional conduct during inspections, investigations, compliance monitoring and enforcement activities.

3.6 Equip inspectors with appropriate techniques for managing complaints, difficult interactions, disputes and challenging stakeholder engagements.

3.7 Strengthen public confidence in the regulatory system through consistent, fair and respectful service delivery.

3.8 Support organisational compliance with applicable legislation, public service prescripts, codes of conduct and institutional policies.

4. SCOPE OF WORK

The appointed service provider will be required to deliver two complementary training programmes.

4.1 Ethics Training

The ethics training must cover, at a minimum, the following areas:

- Principles and values of ethical conduct in the public service.
- The applicable Public Service Code of Conduct and institutional code of ethics.
- Integrity, accountability, transparency and professionalism.
- Conflicts of interest, gifts, hospitality and improper inducements.
- Prevention and reporting of fraud, corruption and unethical behaviour.
- Confidentiality, information management and protection of sensitive information.
- Fairness, impartiality and consistent application of regulatory requirements.
- Ethical decision-making in complex inspection and enforcement situations.
- Abuse of authority, intimidation, favouritism and undue influence.
- Whistle-blowing, reporting channels and protection of reporting persons, in accordance with applicable law.
- Consequences of misconduct and failure to comply with ethical requirements.
- Practical case studies based on real-world regulatory and inspection scenarios.

4.2 Customer Service Training

The customer service training must cover, at a minimum, the following areas:

- Principles of Batho Pele and citizen-centred service delivery, where applicable.
- Professional communication and interpersonal skills.
- Customer service standards and managing stakeholder expectations.
- Effective verbal, written and non-verbal communication.
- Conducting inspections in a professional, respectful and objective manner.
- Managing difficult customers, conflict and confrontational situations.
- Complaint handling, resolution and escalation procedures.
- Dealing with vulnerable persons and stakeholders from diverse backgrounds.
- Customer service in enforcement situations, while maintaining regulatory authority.
- Managing expectations without compromising legislation or regulatory standards.
- Record-keeping, feedback and communication of inspection outcomes.
- Building trust, promoting cooperation and improving stakeholder experience.
- Practical simulations of inspection visits, complaints and stakeholder engagements.

5. METHODOLOGY

The service provider must employ a practical, participatory and outcomes-based training methodology. This would be an on-line training. The methodology should include:

- Facilitated presentations and interactive discussions.
- Case studies relevant to the regulatory environment.

- Role-playing and simulated inspection scenarios.
- Group exercises and ethical decision-making activities.
- Pre-training and post-training assessments.
- Practical exercises on complaint handling and stakeholder engagement.
- Evaluation of participants' understanding and application of the training content.
- The training must be delivered virtually

6. DELIVERABLES

The appointed service provider will be expected to deliver the following:

- Inception report outlining the training approach, methodology and implementation plan.
- Detailed training programme and schedule for both courses.
- Training materials, presentations, participant manuals and practical exercises.
- Delivery of the ethics training programme.
- Delivery of the customer service training programme.
- Pre-training and post-training assessment instruments and results.
- Attendance registers and participant records.
- Participant evaluation questionnaires and an analysis of feedback.
- Certificates of attendance or completion, subject to the agreed accreditation arrangements.
- Final training report containing attendance, assessment outcomes, evaluation findings, recommendations and areas requiring further development.

7. TARGET GROUP

The target group comprises inspectors operating within the NRCS, including relevant officials responsible for inspections, compliance monitoring, investigations and enforcement. **The number total number is 200**

8**. DURATION AND IMPLEMENTATION**

The assignment will be implemented within a minimum period of three days or as guided by the service provider.

The service provider must submit a proposed implementation plan indicating:

- The duration of each training programme.
- The proposed number of training days.
- The recommended number of participants per session.
- Training dates and delivery arrangements.
- Assessment and evaluation activities.
- The schedule for submission of deliverables and the final report.
- The final schedule will be approved by the Department before training commences.

MANDATORY REQUIREMENTS

- **Company accreditation -** Training Service Providers must be accredited by an Education and Training Quality Assurance Body (ETQA) and or any other accreditation institution, proof thereof must accompany the proposal (accreditation number, accreditation date and accreditation expiry date must be attached). Bid proposals will be rejected if proof of company accreditation is not attached.

- **Program/Course accreditation -** Proof of accreditation for the program from relevant accreditation institutions must be attached

1 MINIMUM REQUIREMENTS

Please note that failure to lodge and adhere to the following requirements may lead to an immediate disqualification:

a. The prospective bidder must be registered on Central Supplier Database (CSD) prior to submitting bids.
b. The following key information will be accessed and verified on CSD, namely
   i. Business registration, including details of directorship and membership;
   ii. Tax compliance status
c. Completed and signed SBD forms 1, 3.1, 4 and6.1,
d. Late Submissions will not be accepted

*Bidders information will be verified on National Treasury Central Supplier database

2 EVALUATION CRITERIA

For the purpose of comparison and in order to ensure a meaningful evaluation, bidders must submit detailed information in substantiation of compliance to the evaluation criteria mentioned (e.g. details of relevant previous work undertaken, letters from previous /current clients, etc.).

Minimum Required Score for functionality is: 60

Criterion	Weighting
Methodology and project approach The service provider to provide proposed methodology, project approach, course outline and project plan. 5 = Detailed methodology demonstrating bidder's adequate understanding of the scope and ability to deliver the course with information exceeding the expected elements of the methodology clearly outlined 4 = Detailed methodology demonstrating bidder's adequate understanding of the scope and ability to deliver =the course with all expected elements of the methodology clearly outlined 3 = Detailed methodology demonstrating bidder's adequate understanding of the scope and ability to deliver the course with most of the expected elements of the methodology clearly outlined 2 = Methodology demonstrating basic understanding of the scope and ability to deliver the course with some of the expected elements clearly outlined 1 = Methodology barely demonstrating understanding of the scope and ability to deliver the course with basic information addressing some of the expected elements 0 = No methodology	20
Experience of Service Provider (company) The service provider must attach positive and contactable reference letters from clients (organisations/companies) where similar service has been rendered/implemented	20

5 letters = 5 points 4 letters = 4 points 3 letters = 3 points 2 letters = 2 points 1 letter = 1 point None submission = 0 point	
Experience and Skills of Facilitators Number of years' experience of the Facilitator of the Service Provider who will be responsible for handling the Training Above 10 years = 5 Between 8 and 10 years = 4 Between 6 and 8 years = 3 Between 4 and 6 years = 2 points Between 2 and 4 years = 1 point Less than 2 years = 0 point	30
Academic Qualifications Academic Qualifications of the Facilitators from the Services Provider (CV and Relevant Qualifications) Appropriate and Relevant : Masters Degree (equivalent NQF Level 9) = 5 points Appropriate and Relevant: Honours Degree (equivalent NQF Level 8) = 4 points Appropriate and Relevant : Degree (equivalent NQF Level 7) = 3 points Appropriate and Relevant : Diploma (equivalent NQF Level 6) = 2 points Appropriate and Relevant : Certificate (equivalent NQF Level 5) = 1 point No degree, no certificates, = 0 point	30
TOTAL	**100**
Minimum Threshold	**60**

A bidder/s that score less than 60 points out of 100 in respect of functionality will be regarded as submitting a non-responsive bid and will be disqualified. Bidder/s that meets the minimum required percentage or minimum points, will be evaluated in terms of price and preference as per the PPPFA Act, No.5 of 2000 and its associated Regulations issued by the National Treasury.

NOTE: For the purpose of comparison and in order to ensure a meaningful evaluation, bidders must submit detailed information in substantiation of compliance to the evaluation criteria mentioned-above.

Bid will be evaluated on the basis of the PPPFA 80/20-point system as presented in the Preferential Procurement Regulations 2022, for this purpose SBD 6.1 form should be scrutinized, completed and submitted together with your quotation.